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PUBLIC FOCUS GROUPS

DECEMBER 1998-MARCH 1999

BOSTON PUBLIC LIBRARY

PUBLIC FOCUS GROUPS

INTRODUCTION & SUMMARY REPORTS

Focus Group Output Report

The Focus Group Output Report contains the results of 23 public Focus Groups conducted by staff of the Boston Public Library between December 1998-March 1999 The focus groups involved 227 people representing children, young adults, and adults; organizations, both non-profit and corporate; people who use the Library and people who don't; new immigrants and those for whom English is their second language. Of the attendees, by U.S. Census categories, 28 were Asian; 45 Black; 27 Hispanic; 103 White; and 24 were unidentified.

As part of the Boston Public Library's strategic planning effort, the Focus Groups were conducted to gather input from the public, and to identify trends around the current use of and suggested improvements to the Library. Information gathered through the Focus Group process will inform the next phases of the strategic planning process, including the development of the Library's proposed strategy for the future.

BPL Staff
Focus Group Facilitators and Recorders

December 1998-March 1999

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Individual User/Non-User Focus Groups
Summary Report

One hundred seventy-six people participated in seventeen focus groups from December 1998 through March 1999. Groups ranged in size from 3 to 26 participants and encompassed specific groups of users and non/infrequent users—adults, young adults, and children. The most frequently mentioned comments are summarized below.

The rallying cry from all attendees, users and non-users, was "More computers". All groups and all ages indicated they used the Internet. People wanted library technology upgraded, with better and easier searching, and commented on how the current catalog in the General Library is hard to use. They wanted more information about a book to show on screen, e.g. contents, and a summary. The catalog needs updating, and also needs to show missing items. Youngsters wanted computers to write reports on, and to be able to play educational games on. Adults wanted computers to preview software, to use for tutorials, and for CD-ROM databases. More sophisticated searching abilities are desired. There is some confusion as to which computers are set up for which activity. Other comments included the need for computer access to more databases; that the current PAC is difficult for many; the library needs to put instructions/documentation next to PC's; and that there should be a list and description of available databases for public use. The descriptive cataloging is not as helpful as it used to be. There was a comment from one attendee that they liked the old Inforonics system better.

The Internet is indispensable. All wanted more time allowed, not just 30 minutes. Groups from the branches especially wanted more computers, and that the Library offer more frequent Internet training.

Regarding the physical building and facilities: the branches should be spruced up and need redecorating. Branches should a special place for YA's to meet, and a place for them to listen to music while studying. Food availability—a cafeteria for Central, and at least vending machines for branches, was mentioned. All branches should have a water cooler; and the Library needs to make sure there are doors on bathroom stalls. Other suggestions included color copiers, more signage, more user-friendly layouts for browsing(Central), and better furniture and lighting in reading areas.

Comments on the collection included: more books, more in-depth collections(branches), quicker access to current materials, and "get new books on the shelf faster". Have more books, videos, and tapes for older children (not yet YA), and more books and magazines for YA's on subjects that interest them. There were many comments on improving access and availability of books, such as reserve lists are too long. For online requests, a patron wants to pick up the book at the local branch.

Librarians should spend more time with users, esp. YA's. The Library needs more

librarians, and needs to increase and improve staff training, especially in helping patrons with databases. Bilingual staff would be helpful, also more librarians with specialized knowledge.

YA's said they would use library if they could clear their delinquent record. The Homework Helper program was praised, as was the Higher Education Center.

Attendees notes that the Library needs to do more advertising, and public relations. Promote branch service and programs on BPL website. Lots more PR needed (Central and branches) on all aspects of service and facilities.

Branch users want service like the Main library. YA's and children suggested contests for reading books, reading aloud to older children, more videos, more of all types of materials for the age group pre-YA. Both adults and youngsters wanted authors to come to branches for readings; to have programs on business subjects; educational movies; and reading aloud programs. We should advertise BPL on cable TV, PBS, to public interest groups, and via radio. The Library should have programs on teaching languages, including sign language. Many participants admitted they don't know enough about the library.

Ann Haddad
March 11, 1999

Organizational Focus Groups
Summary Report

Fifty-one people, all representing organizations, participated in six focus groups during December 1998 and March 1999. Groups ranged in size from 4 to 14 participants. Four of the groups shared similarities in needs; the two "Educators" groups had different needs, relating specifically to curriculum and individual schools. Organizational attendees dealt primarily with their respective organization's informational needs, and the group's needs.

From the four mixed groups came a range of suggestions, including a willingness to pay a fee for enhanced research service. Attendees indicated a need for improved document delivery, better timeliness of resources, and full-text availability. Some respondents used and liked Kirstein, commenting though that the quality of information is dependent on who assists them. Users felt the current on-line catalog at BPL is not user-friendly, and that printers are slow (for the Infotrac product).

Public relations comments were plentiful: e.g. requests for timely mailings, tours given by librarians on using the library and its resources, and newsletters. Outreach efforts should be increased to under served populations, for the less computer-literate, with a multilingual staff to assist diverse populations. There were many comments and suggestions about exhibits—security, contact staff person(s), advance scheduling, and requests for a longer time span.

Attendees also commented on the need for expanding resources, more hours, more computers, more staff providing more intensive staff assistance, more involvement with constituents, and the need to know where to look and who on staff to contact. Groups wanted more "liaison" with staff, BPL public relations/news items in ethnic publications, call-in service for book delivery, bilingual services, more Internet training, a bigger video collection, and easy access to citizenship and local information materials to newcomers.

The primary needs of the Education groups were visits by librarians to the schools, national/ local author appearances at branches/ schools, and a continuing partnership with the public librarian for such products as booklists, compiling collections of books relating to curriculum topics, and teaching (and appreciating) the use of the Library and its resources.

Above are the highlights. Each person in each group voiced needs and suggestions pertaining to their organization. Results from the questionnaire mailed to more organizations should round out the results.

Ann Haddad
March 11, 1999

How Effective is the BPL at Delivering Library Services?

Focus Group attendees were asked to identify Boston Public Library services and programs they use and/or know about, and to rate how effectively the Library is delivering that service. Effectiveness was ranked on a scale of 1 to 10 (1="not effective at all" to 10="very effective." A sampling of the services as described by Focus Group attendees and ranked 8 and above from the ***Service Knowledge and Ranking Aggregate Report*** follows:

Library Collections & Reference Services

- ❒Art Reference
- ❒Blueprint Collection
- ❒The book collection generally
- ❒Books in Russian
- ❒City Directories
- ❒Encyclopedia
- ❒General reference information
- ❒Government Documents Reference and collection
- ❒Income tax and financial aid help
- ❒Kirstein business reference services
- ❒Museum passes
- ❒Ordering books from other branches
- ❒Print Department
- ❒*Searchbank* (online full-text periodical index) access

Public Relations and Public Information

- ❒BPL mails out information
- ❒Library "contests"--billboard, book cover, essay
- ❒Library hours for all libraries and phone numbers
- ❒Public notices (i.e. Calendar) in local publications
- ❒Regional [Library System] newsletter
- ❒Information on Community events

Staff Assistance and Involvement

- ❒Access information [with help from] librarians, assistants, shelvers
- ❒Asking for books from other libraries
- ❒Discussion groups
- ❒Help from staff
- ❒"I can bring my books to school and they'll send it [via regional library delivery] to the Library"
- ❒"I think the Library gives help with homework"
- ❒Librarians [are] knowledgeable
- ❒[Library] orders books not in its collection
- ❒Phone in questions to Librarian
- ❒Reference Services, especially Humanities and Fine Arts
- ❒Reference-generally
- ❒"Staff couldn't be better (Charlestown staff is great)"

Technology, Computers, the Internet

❒Access to the Internet
❒Computer acces to library card catalogue
❒Computers at Kirstein
❒Computerized catalog with availability and reservations
❒Computerized access to periodicals
❒"My school (Boston Latin) is connected to the BPL-I can use my card there"
❒ Online databases
❒[BPL] website
❒Basic computer lessons

Public Spaces

❒Architectural tours
❒Art exhibitions
❒Copy machines
❒Display of art work of students
❒Meeting space availability for neighborhood, for community use
❒Peace and quiet, peace and quiet to do homework
❒Studying at the tables using books in the library

Miscellaneous

❒Author lectures and readings
❒Readings with bookstores
❒Branch librarian relationships with schools
❒Boston Regional Library System
❒Children's programs-films, storyhours
❒Collaboration on reading lists [with schools]
❒College exploration
❒Delivery services [for libraries]
❒Interlibrary Loan for Regional program member
❒Programs for people learning English
❒Guest speakers
❒Homework Assistance Program
❒Higher Education Center
❒Statewide Library card
❒Summer Reading program
❒Writing workshops and groups

What Could BPL Do to Serve You Better?

Focus Group attendees were asked to identify ways in which they felt the Boston Public Library could better serve their needs. In the words of the participants, key trends are detailed below.

Key Trends

Expanding and Speeding Up Access to New Materials

Focus group attendees pointed out the need for more materials at both the Central and the Branch libraries, and indicated the need for the Library to more quickly acquire and process materials. Comments on scope and currency of the collection were primarily focused on the circulating collection, with only a few comments on the Research Library collections. From the Focus Groups:

- ❒ "More copies of popular materials"
- ❒ "Books aren't there when we need them"
- ❒ "I rely on the State House {Library} and Social Law Library for broader and more timely information"
- ❒ "More and better information"
- ❒ "Access to newspapers is weak"
- ❒ "Wider variety of magazine subscriptions in branches"
- ❒ "More unabridged books on tape"
- ❒ "Speed up process of getting new books on shelf"
- ❒ "Multiple copies of contemporary Black books"
- ❒ "List of books on order and books arrived"
- ❒ "You see books in the bookstore before they are in the Library"
- ❒ "Really new books don't seem to get in the Library very quickly"
- ❒ "Current music-tapes, CDS you can check out {in branches}"

Spreading the Library Word-Public Relations and Public Information About the Library

Both Non User and User groups identified as a need more information about what the Library does and about its collections.

- ❒ "Market services"
- ❒ "Advertise better"
- ❒ "Give more information about libraries"
- ❒ "Publication/newsletter for teachers, parents"
- ❒ "Online publication also"
- ❒ "Would like to be on BPL's mailing list"
- ❒ "Better training of staff about BPL resources"

Personalized Assistance-Multilingual, Diverse, and More & Better Trained Staff to Provide It

Focus group attendees identified a number of areas where they would like to see changes in Library staffing. Suggestions ranged from "friendlier staff" to multilingual staff, to staff that could provide "personal research guide services." From the Focus Groups:

- ❒ "Need more staff with specialized knowledge"
- ❒ "Have people around to help in different parts of the Library"
- ❒ "Have a homework helper"
- ❒ "Have to wait too long to get help"
- ❒ "Need more librarians; younger librarians; male librarians"
- ❒ "Liaison staff for literacy materials"
- ❒ "More and better training of staff regarding services the BPL offers:
- ❒ "Improve librarians' attitudes"
- ❒ "People on staff, or volunteers, who speak languages besides English"
- ❒ "Librarians should be able to spend more time with people. Many are patient and helpful, but not when there is a line of people"

More Hours, at More Locations

While hours were not mentioned as frequently as other topics, there were several suggestions for expansion of branch hours and for additional hours of library service generally..

- ❒ "Expanded resources for branches...hours, staff, books"
- ❒ "Evening programs for children"
- ❒ "Sunday hours are very important"
- ❒ "Variety of hours for branches-staggered hours"
- ❒ "Open Saturdays in the summer"

The Library Isn't Easy to Use!

Universally, focus group attendees pointed to examples of ways in which the BPL is not easy to use. Materials are hard to find, the computer system is not easy to use, people see rules around card use as cumbersome, as examples. Specific comments from the focus groups include:

- ❒ "Too difficult to find foreign language books within a language. There must be a better way to organize them"
- ❒ "There is too long a wait for materials in the Research Library"
- ❒ "Computer catalog is not user-friendly"
- ❒ "Internet: not enough public terminals and no printer access"
- ❒ "For online requests, would like to be able to pick up the books at a particular branch"
- ❒ "Is it possible to look at Research Library catalog in the General Library?"
- ❒ "Cannot browse as well in the Library as you can in bookstores

- ❒ "Put better printed instructions next to PCS explaining how to use the databases"
- ❒ "Computerized catalog needs to be in Windows"

Technology, Computers, the Internet

Identification of problems with, and ideas for improvements to, library technology were commented on most by the focus group attendees. On the technology/automation/Internet front, people want more, faster, easier-to-use resources and equipment.

- ❒ "Better access to collections through Internet. Partial access currently for Research Library"
- ❒ "More computers"
- ❒ "More time on the Internet" "More Internet computers. More than half-hour sign-up" "More computers"
- ❒ "Internet classes day and night"
- ❒ "Space online where kids can recommend and review books"
- ❒ "Computers are not user friendly; they are intimidating"
- ❒ "Special pathfinders on website"
- ❒ "Internet: not enough public terminals and no printer access"
- ❒ "Better and updated computer system for tracking books"
- ❒ "Offer more frequent classes on the Internet for users at Central and at the branches"
- ❒ "Provide computers that can be used for testing of sample databases, CD-ROMs, access to tutorials for computer programs"
- ❒ "Handouts/informational fliers patrons can take home on how to use the databases"
- ❒ "Provide access to more databases"
- ❒ "Improve PAC software to make it more user-friendly. Want access to fuller bibliographic record on PAC"
- ❒ "Computers we can write our reports on"
- ❒ "Community information links"
- ❒ "Email services"

Our Public Spaces

Running neck in neck with technology for focus group attention were comments about Library buildings and surrounding spaces. How they look, what we offer, and how people feel about the public spaces they use, were all topics for attendees.

- ❒ "There should be a cafeteria"
- ❒ "Doors on stalls of restrooms"
- ❒ "Provide a place to eat"
- ❒ "Have a room where you can have music and not disturb others"
- ❒ "Lack of handicapped parking"
- ❒ "More outdoor space to read"
- ❒ "Better childrens' spaces"
- ❒ "Improve lighting"
- ❒ "Building problems should be addressed quickly"
- ❒ "Better furniture and lighting in reading areas"
- ❒ "A color copier"
- ❒ "A copy machine that works. A change machine"
- ❒ "More areas for Young Adults to get together (i.e. not just for little kids)"
- ❒ "Have a playground"
- ❒ "More signs"

Responding to Our Public

Many of the Focus Groups included comments about needed improvements in the way the BPL responds to its public, in terms of service, communications, and input.

- ❒ "Should be opportunity to volunteer at the Library and to find out about volunteer opportunities in the area"
- ❒ "Suggestion box"
- ❒ "Sometimes people are too busy to help with information"
- ❒ "Can we get on a mailing list?"
- ❒ "We should ask if people know about BPL website"
- ❒ "Pay attention to patron needs"
- ❒ "Find a way to put in suggestions and see results"
- ❒ "Would like more "wish list" patron focus group sessions; would like BPL to provide other avenues for patron participation so more people could attend"

These categories represent the broad trends identified through the Focus Group process. There are additional examples of comments supporting these trends in the full Focus Group Output Reports (*Needs Assessment Aggregate By Rank; Service Knowledge and Ranking Aggregate; What Could BPL Do To Serve You Better-Aggregate Report)* .

Boston Public Library

Focus Group Output
Report Organization/METHODOLOGY

General Overview of Reports:

The Focus Group Output reports contain all comments made by individuals participating in one of the Focus Groups. There are 3 reports, as follows:

Report A: ***Needs Assessment Aggregate by Rank***

Report B: ***Service Knowledge and Ranking Aggregate***

Report C: ***What Could the BPL do to Serve You Better Aggregate Report***

Each report includes information on the type of Focus Group (ESL Adult, Nonuser-Adult, Non-User-Children/Young Adult, Organizational, User-Adult, User-children/Young Adult), and the location/date/time of the Focus Group. In addition, the responses in the ***Needs Assessment by Rank*** and the ***What Could BPL Do to Serve You Better*** reports have been categorized into the following twelve broad subject areas:

Collection and Services: Informational
Collection and Services: Recreational
Collection and Services: General
Customer Service
Exhibits
Facilities
Physical Building
Programs
Public Relations
Staff
Technology
Other

Report Contents:

NEEDS ASSESSMENT AGGREGATE BY RANK : Each participant identified up to 4 or 5 informational and leisure/recreational/cultural needs. (See Appendix 1-Form C-"User Survey Focus Groups-Needs") Needs could be satisfied in a variety of ways (e.g. TV, social agencies, teachers, Internet). The "Ranking" indicates how well needs are currently satisfied by all providers. Participants were then asked to indicate what the Library could do to close the gap, to make the

satisfaction ratings a "10". Focus group type (for example, ESL, Non-User Adult, etc) is shown at the beginning of each report.

SERVICE KNOWLEDGE AND RANKING AGGREGATE: Participants were asked to indicate the library services they were familiar with and to rank how well BPL delivered those services. (See Appendix 2-Form B.) The report lists the service as described by the attendees, the ranking given by the attendee of the service delivery, the location/date/time of the Focus Group, and the type of Focus Group.

WHAT COULD BPL DO TO SERVE YOU BETTER?: This information was obtained from open brainstorming discussion and recorded on flip charts by library staff serving as recorders. Responses are grouped by type of focus group (ESL, Non-Users, etc), and are categorized by the 12 broad categories. .

Additional Input:

Survey to Organizations: In order to increase input from organizations, surveys were mailed to 120 organizations and institutions representing both the non-profit and corporate sectors. (See Appendix "Boston Public Library Planning Questions-Focus Groups"-2 pages). Responses are currently being received.

BOSTON PUBLIC LIBRARY

PUBLIC FOCUS GROUPS

NEEDS ASSESSMENT AGGREGATE BY RANK

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

ESL Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Collection & Services: Informational				
Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	P.D. for teachers--how to work multicultural literature into curriculum	*teachers guide each other, share materials they have*	2	*teachers would be willing to come to BPL or school would pay librarian to come and speak*
Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	information about museums and exhibitions	*no info given*	0	*no info given*
Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	needs one-to-one tutor in English (ESL)	*no info. Given*	0	*no info. Given*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

ESL Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Collection & Services: Recreational				
Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	needs information on clubs to share interests (ESL)	*no info. Given*	0	*no info. Given*
Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	more opportunities to speak English	*no info given*	0	*no info given*

ESL Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Customer Service				
Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	needs one-to-one tutor in English (ESL)	*no info. Given*	0	*no info. Given*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

ESL Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Programs				
Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	needs one-to-one tutor in English (ESL)	*no info. Given*	0	*no info. Given*

ESL Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Technology				
Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	internet connection	*no info. Given*	0	*no info. Given*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

NonUser - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Collection & Services: Informational				
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	travel information	*bookstore and BPL*	10	*BPL needs newer, more up-to-date material. Need to consider these like magazines.*
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	(research for school degree program	*University library, BPL infrequently*	10	*BPL --backup when material at academic library was out.*
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	research on specific topics	*my own Internet use; use Newton library*	9	*accessible resource librarians;info. Not always at a branch; time gap to get sent from Central; want Main library service at branch.*
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	job search	*career services at University; Internet (Umass and PC at home)*	9	*Don't know what BPL has to offer.*
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	general business information	*Web, Boston Business Jrl., Kirstein*	8	*The type of info. Is the issue. KBB is academic info. I need practical info. Analysis of info. Is needed. Staff at KBB have specialities; need to get the right person. Help from librarians is the issue.*
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	foreign language tapes	*BPL*	6	*Need more advanced tapes; mostly beginner tapes at BPL.*
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	up-to-date graphic design info.	*book stores*	5	*not aware of design info. At BPL*
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	community programs	*look at fliers at library*	2	*no gap*
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	Desing News	*magazines at bookstore*	0	*no info given*
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	competitive information	*business library, website*	0	*no info given*

NonUser - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Collection & Services: Recreational				
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	recreational literature	*bookstores, yard sales, friends*	10	*Need more night hours at branches. Hours BPL is open--some bldgs close at 6. Bookstores fill need.*
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	access to new titles	*goes to Newton main library or to stores.*	9	*greater access/variety--In general branches are more for kids. Reserve lists too long. Availability at BPL is an issue. Not enough copies available.*
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	readings(fiction)	*bookstores, schools*	8	*(readings) not just at Copley; Local readers program for branches would be great.*
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	activities	*newspaper, Web*	0	*no info given*
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	fiction and magazines	*bookstores*	0	*no information given*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

NonUser - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Customer Service				
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	research on specific topics	*my own Internet use; use Newton library*	9	*accessible resource librarians;info. Not always at a branch; time gap to get sent from Central; want Main library service at branch.*

NonUser - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Programs				
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	information on community programs	*look at flyers at library;(Brighton branch).*	10	*no gap--More would be good, but what the BPL has is good and it's timely.*
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	readings(fiction)	*bookstores, schools*	8	*(readings) not just at Copley; Local readers program for branches would be great.*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

NonUser - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Public Relations				
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	information on community programs	*look at flyers at library;(Brighton branch).*	10	*no gap--More would be good, but what the BPL has is good and it's timely.*

NonUser - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Staff				
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	research on specific topics	*my own Internet use; use Newton library*	9	*accessible resource librarians;info. Not always at a branch; time gap to get sent from Central; want Main library service at branch.*
Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	general business information	*Web, Boston Business Jrl., Kirstein*	8	*The type of info. Is the issue. KBB is academic info. I need practical info. Analysis of info. Is needed. Staff at KBB have specialities; need to get the right person. Help from librarians is the issue.*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

NonUser - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Collection & Services: Informational				
Raphael Hernandez School December 11, 1998 11:40 p.m.	(info. On) cars	*magazines, internet, car dealers, other people*	10	*would use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	(info. On) the world	*library, books, dictionaries, internet*	10	*uses BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	(info. On) bike parts	*internet, magazines, companies, books*	10	*would use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	(info. On) construction	*books, stores, internet, architects*	10	*would use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	(info. On) schools	*libraries, internet, schools, magazines*	9	*would use BPL*
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	(info. on) current events, weather,	*newspapers, radio, TV, Internet*	9	*would not use BPL*
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	(Info. on) famouth people	*People magazine, TV, Radio*	9	*Would use BPL*
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	Classifieds (for) jobs	*Internet, newspapers, store signs,other people, radio, TV*	9	*would not use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	(info. On) animals	*Zoo, TV (Discovery channel), magazines, internet, vet, Aquarium,library*	9	*would use BPL*
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	sales/ads	*newspaper, TV, radio, flyers, people*	9	*would not use BPL*
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	(Info. On) countries	*encyclopedias, Internet, CD-ROM, video tapes, books, museums*	9	*would not use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	(info. On) musical instruments	*stores, museums, libraries, orchestras, magazines, MTV*	8	*would use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	death	*books, magazines, encyclopedias,cemeteries,movies,internet*	8	*would use BPL*
Raphael Hernandez School Decemb[illegible], 1998 11:40 p.m.	science information	*school, libraries, internet, teachers*	8	*use BPL*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

NonUser - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	Research (for) school projects	*Encyclopedias, Internet,CD-ROM,video tapes, books, interviewing people*	8	*Would use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	(info. On) computers	*computer stores, ITT tech, books*	7	*would use BPL*
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	(info. on) schools	*Internet, teachers, counselors, former students*	7	*would use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	history-information	*library, school books, teachers, parents, internet, TV, plays, performers*	7	*use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	romances (info)	*boys/girls, sex class, sex partner, Romance channel, magazines, parents, books, other people*	7	*not use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	internet	*windows, colleges, books*	7	*would use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	Armageddon	*internet, Bible*	7	*use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	dictionaries	*libraries, book shelves*	6	*use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	(info. On) cars	*internet, dealerships, magazines, other people, mechanics, car maintenance schools*	5	*not use BPL*
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	(info. on) travel	*newspaper/internet*	0	*no info. Given*
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	library, people,books , teachers, (8 responses)	*Fields Corner, parents, Umass.*	0	*no info given*
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	school reports material	*library(photocopy)*	0	*has to photocopy because cards are delinquent*
Communi[illegible] Academy Alternative High Sch[illegible] December 7, 1998	(info. on) jobs	*newspap[illegible]*	0	*no info. Given*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

NonUser - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
8:30 a.m. - 10:30 a.m.				
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	infor on doctors	*library or internet*	0	*no info. Given*
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	research	*internet*	0	*no info. Given*
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	(info. On) jobs	*newspspers, internet, ask people*	0	*no info . Given*
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	(info. relating to) school	*library (xerox)*	0	*no info. given*
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	general information	*library/xerox*	0	*no info. Given*
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	info on jobs	*newspaper, internet*	0	*no info. Given*

NonUser - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Collection & Services: Recreational				
Raphael Hernandez School December 11, 1998 11:40 p.m.	Rug Rats	*TV show, burger King, stores, movies, internet, books*	10	*not use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	N'SYNC	*Disney channel, movies, biographies, internet, books, magazines, radio, stores*	10	*not use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	music info.	*internet, books, TV, magazines(stores), music stores*	10	*not use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	sneaker magazines	*stores, hospitals, comes in the mail*	10	*not use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	(info. On) movies	*newspaper, theater, sneak previews*	10	*would use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	(info. On) fashion	*books, magazines, stores, older people, TV*	10	*would use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	(info about) girls, men	*internet, magazines, hot lines, on the street,books*	10	*would use BPL*
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	movie previews, (where, time)	*newspaper, 333film,Channel 4, TV, Internet, Radio, Siskel and Ebert*	10	*would not use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	gossip	*internet, magazines, friends, People*	10	*would not use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	(info. On) fashion, jewelry, hair	*TV, books, stores, jewelry stores, internet, hair salons, fashion shows*	10	*not use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	Back Street Boys	*magazines, talk shows, MYV, biographies, stores*	10	*not use BPL*
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	(info. On) hobbies, sports	*stadiums, Sports Illustrated, encyclopedias, Internet, CD-ROM, video tapes, books, interview people*	10	*would not use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	TV shows	*TV, Preview channel, TV Guide, internet*	10	*not use BPL*
Raphael [illegible]nandez School Decembe[illegible] 1, 1998 11:40 p.m.	food (recipes, ideas)	*home, r[illegible]urants, internet, magazi[illegible], grocery store, recipes*	10	*not use BPL*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

NonUser - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Raphael Hernandez School December 11, 1998 11:40 p.m.	magazines	*libraries, stores, internet,*	10	*would use BPL*
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	horoscopes	*newspapers, radio, Internet, 900#'s, magazines*	10	*would not use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	music	*Internet, record stores,MTV,music TV stations,CD's,tapes, magazines*	10	*would use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	(info. On) live entertainment	*newspapers, internet, Ticketmaster*	9	*not use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	videos--info	*Blockbuster, TV, movie theater, radio, other videos*	9	*not use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	people, celebrities	*People magazine, TV, news, newspapers, internet, biographies/autobiographies*	9	*use BPL*
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	(Info. On) animals	*National Geographic, zoo, encyclopedia, Internet,books, museums*	9	*would not use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	fun reading	*library internet, encyclpedias, "Hooked on Phonics" , stores, home book shelves*	8	*use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	Ruth Birmingham's books	*Dedham book store, book stores, internet, magazines, library*	8	*would use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	Ally McBeal baby/advertising	*internet, TV, toy store, Kids magazine, news, MTV news, other people*	8	*not use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	magazines	*store, comic book store, internet*	8	*not use BPL*
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	Vacation spots/ travel	*Internet, travel agency, newspapers, people, TV*	7	*would not use BPL*
Raphael Hernandez School December 11, 1998 11:40 p.m.	dance	*MTV, performances, newspapers, flyers, TV guides, books, Latin groups*	6	*not use BPL*
Raphael Hernandez School Decembe 1, 1998 11:40 p.m.	adventure, travel, dictionaries, comics	*libraries, home, parents, book stores, video ga s, movies, TV, other*	6	*use BPL*

NonUser - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	travel info.	*newspapers, internet*	0	*no info. Given*
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	horoscopes	*newspapers, magazines*	0	*no info. Given*
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	animals(pets), movies	*newspaper*	0	*no info.*
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	(info. on) sports	*newspaper*	0	*no info. Given*
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	shows	*internet*	0	*no info.*
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	tv, newspaper, sports, (7 responses)	*home*	0	*no info .*
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	(info. on) entertainment	*magazines/ TV*	0	*no info. Given*
Raphael Hernandez School December 11, 1998 11:40 p.m.	mysteries	*books, TV, internet, library, imagination*	0	*use BPL--Yes/no*
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	sports info.	*newspapers, TV, almanac*	0	*no info given*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

NonUser - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Collections & Services: General				
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	books	*library (public and school), stores, Internet*	8	*uses BPL*
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	general information	*library(photo copy machine), people*	0	*has to photo copy because card delinquent*

NonUser - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Other				
Raphael Hernandez School December 11, 1998 11:40 p.m.	break dancing	*internet, magazines,Hennigan School, commercials*	10	*would not use BPL*
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	sports,documentaries	*TV*	0	*no info. Given*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

NonUser - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Public Relations				
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	(info. On) hobbies, sports	*stadiums, Sports Illustrated, encyclopedias, Internet, CD-ROM, video tapes, books, interview people*	10	*would not use BPL*
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	Classifieds (for) jobs	*Internet, newspapers, store signs,other people, radio, TV*	9	*would not use BPL*
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	(Info. On) countries	*encyclopedias, Internet, CD-ROM, video tapes, books, museums*	9	*would not use BPL*
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	Vacation spots/ travel	*Internet, travel agency, newspapers, people, TV*	7	*would not use BPL*

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Collection & Services: Informational				
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	market research information; demographics; product information	*use of Kirstein library*	10	*BPL has donated reference guides (eg. Thomas Register)*
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	information on individual companies	*use of CD's including S&P*	10	*increased availability*
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	need for current information	*use of CD's that are upgraded*	10	*greater assistance from staff*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	immigration information; materials for immigrant needs; information about what's at library, current events	*INS regulations, e-mail, coalitions*	9.5	*tours of library usage, access citizenship materials; access newsletters of interest; multilingual staff; advertise in ethnic media*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	events going on	*local newspapers, radio*	9	*more involvement of constituents*
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	income tax (info) in regards to pension and social security	*conferences, members*	9	*no info given*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	academic needs--engineering and technical information	*Northeastern, Suffolk, Franklin Institute library*	9	*no info. Given*
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	(info on) health care HMO's	*state Office of Elder Affairs; speakers*	9	*provide info.*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	fact checking	*BPL reference depts.*	9	*more information resources for writers*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	child development	*professional org.*	9	*continue doing same*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	regional and local demographic, marketing (info)	*Internet,networking, BPL, Kirstein branch,local Boston market,investment (info).BPL has internal resources.*	9	*(provide) rental data, local sources, way to answer general reference questions*
Boston F[illegible] Library Central	full text health articles w/rapid	*Web, co[illegible]rtium databases, mailing--*	9	*(be able) to call BPL or*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Library December 3, 1998 10:00 a.m. - 12 noon	delivery and low cost	*Mass. Dept. of Public Health*		*another organization and get the full text that's not available on the Web.*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	materials via ILL	*BPL*	9	*more information resources for writers*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Internet information for kids' homework	*BPL*	9	*no info. Given*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	children's services	*uses BPL for story hour*	9	*need to hear more about resources. Bilingual--what do you have, how can we access??*
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	need info on how to do program outreach. BPL does not have (materials) in this area.	*Simmons School of Social Work*	9	*provide material.*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	information on events going on	*local newspapers and radio*	9	*more involvement of constituents*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	business-related information	*Dialog, Nexis, Dow Jones, commercial document retrieval ,UMI (Internet)*	8.5	*fee for service--cheaper, better*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	business-related information, marketing articles	*own research organization--library, periodical subscriptions, company documents*	8.5	*fee for service from BPL--better, cheaper*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	economic literacy for women--information	*Internet, resource manuals*	8	*updated outreach*
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	definitions of various disabilities for persons with disabilities; definitions of disabilities for public	*community health centers, hospitals, cancer society, etc. Survey research*	8	*need to provide thia.*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m	books on curricular topics, research	*local branch*	8	*no info*

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	legislation (re:housing)			*provide info. At reasonable cost*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	(info. On) colleges and careers	*in-house collection*	7	*internet, more computers-Charlestown br.*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	afterschool program, homework...	*in-house collection/library, area resources*	7	*internet access, more computers at Charlestown branch*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	media contact lists	*published journals*	7	*no info given*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	(info. for) 1st-time home buyers	*internet*	7	*(provide) place to go to access computer*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	stats on homeless and housing	*no info. Given*	7	*cost effective way.....*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	research,economic ---from outsiders eg. from writers	*BPL,other Federal Reserve corp. data;ILL, trade data, international and regional census, Bureau of Stats,referral to Kirstein*	7	*print collections @ BPL, database, technology restrained by laws,. Need freedom of providing info (on)available raw data on demand*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	calls for work available in Japan;translation and referrals;tourist,visa, and travel info on Japan;professionals who speak Japanese	*current staff(Japan Society), BPL lists, Japanese consulate*	7	*staff person to explain internet, materials published, library and university organizations, translation services, international student organizations; knowing where to look and how to look*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	info. --how to develop their cultural community	*BPL*	7	*expand resources--more hours, more computers, more stuff. A lot of junk in it.*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	info on racism, diversity	*branch library--Dudley*	7	*expand resources*
Federal R[illegible]erve Bank December 3, 1998 [illegible]. - 4 p.m.	counseling students-higher ed	*govt. doc[illegible] BPL*	6	*available info in Reference BPL*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	info. For students--on city of Boston, Boston culture, history, neighborhoods, housing	*Internet. Puts students on it.*	6	*relate to BPL--what are services? How can I relay that to students? Access for students who come to Boston for a year.*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	information on regulatory compliance in hospitals(eg, water waste)	*hiring expensive consultants*	6	*is there information you don't have to pay for?; networking; knowing contact people at BPL*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	blueprint collection	*BPL*	6	*liaison at BPL to find information*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Health information	*Community health centers, some hospitals--BU, Brigham, Spaulding*	6	*(representative had to leave early)*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	local firms (architects), surveys, vendor questions--list of firms	*database of members, database of firms,ask members*	6	*no info given*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	information about disabilities	*interagency communication, local newspapers(Globe, Banner, South End and Dorchester Comm News*	6	*(representative had to leave early)*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	teach how to use reference materials, computer/reference,computer/internet	*taught through BPL resources*	5	*experiencing a large public library; seeing the vast array of resources(and) others using them*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	info on economic development of community	*uses Internet--if it's working*	5	*expand resources, bigger facility*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	info on staff development, curriculum development, parent and child issues, family services	*periodicals, gov't agencies,on-line, uses branch library-Connelly-and Central*	5	*information is probably there but need more or better staff*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	consumer questions, local media questions	*database, Bacons--guide*	4	*no info given*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ. Grp)--information on sources of funds	*Directory of For-Profit Organizations*	3.5	*no info given*

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	professional journals	*subscriptions*	3	
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	student needs at the college level	*students' college institution, not BPL*	3	*improve service to students(college level); are weaknesses due to policy, budget, or carelessness*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	attorneys have time-pressured need for information on specific topics	*monthly meetings with packets of information including Web links; e-mail*	3	*(have) the ability to search BPL's collections in a web-like way (a la a search engine)*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	collection development, collection analysis, developing criteria for "weeding"	*random reading of periodicals*	2	*broader database, knowledge of other libraries' collections and development strategies*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	social service directories	*health centers, word of mouth*	2	*on-line directory*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Information from library when can't get it elsewhere. Don't expect library to provide same level of service gotten from commercial "fee for service" orgs for free.	*Book delivery-one half hour wait for periodical articles etc., doesn't work for them*	2	*fee for service; call-in service to bk delivery to see if it will be available; document delivery service*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	(as librarian of her organization)--archival info:Boston	*internet addresses--good list*	0	*no info. Given*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	program--community services, workshop, outreach, staff	*no information given*	0	*bilingual services*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	information about programs of use to writers	*not enough*	0	*more information resources for writers*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	program--cummunity services, workshop outreach, staff	*no info given*	0	*bilingual services*
Jamaica Plain Branch December 4, 1998 2 [illegible] - 4 p.m.	information about animals, husbandry, specieseg where	*currently round-about ways--other librarian [illegible] other zoos. Just*	0	*no info given*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
	do they live. With new higher profile director they are doing more cultural events so she needs cultural info., corporate donor info, profiles.	*became connected to Internet, but it's unreliable so she makes phone calls, gets annual reports.*		
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ.Grp)homework reading support, get parents involved,language communication,seminars	*no info. Given*	0	*no info. Given*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	financial aid, sources on continuing education for kids	*workshop*	0	*no info given*
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	(info on) any legislation that impacts seniors	*none*	0	*provide info.*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	resources to help people who want to write	*not enough*	0	*no info. Given*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	(our organization's) research staff needs access to BPL's collection	*no info given*	0	*no info given*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	teach how to feel familiar in library	*various classes have visited BPL*	0	*more guided visits;tours of library led by librarian, not the art and architecture tours*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	getting information that we hear(about) to the people who need it, eg. what programs HUD has, get the forms, what economic development programs we have	*have a wonderful website*	0	*library would be perfect conduit for this, but it's not user friendly outside--it is inside, but there's no awareness. Could put kiosk in library--a HUD website terminal. Information technology needs to be expanded beyond books.*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	booklists on specific topics (and the books)	*no info. Given*	0	*provide booklists and package books on the lists to be picked up by the teacher.*

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	visual history--archives	*no info. Given*	0	*internet training*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	what to do with many calls from general public	*referral sources*	0	*no info given*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	receive guidance/service, eg.compile stories related to a theme for classroom use	*no info. Given*	0	*no info. Given*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ. Grp.) Web sites list	*no info given*	0	*no info given*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	literary information		0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	materials in Portuguese		0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	music information		0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	up-to-date teaching videos on using Internet/computers	*suburban public libraries*	0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	easier access to Research Library		0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	book review materials		0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	info. on new/current technology trends esp. with computers		0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	information on Cape Verde--literature		0	

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Collection & Services: Recreational				
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	CD's	*Brookline*	10	
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	lunch forum--meeting space	*word of mouth*	9	*no info given*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	videos (e.g. low cost entertainment)	*Cambridge P.L.*	9	*bigger video collection*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	events for members	*BPL and other (sources), Mayor's office, State House*	8	*History of Japan and New England--a "freedom trail" type activity or info on history. List of events--formal way to record and publish.*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	newest children's books	*Brookline Public Library*	7.5	
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	(for) a safe place for kids--meeting place, after school activities	*use branch library for meetings in area; students in program use library after sch. Activities*	6	*longer hours*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	stories red by guests at the school or library	*parents, other guests visit branches*	6	*invite visiting authors to branches;come to BPL to attend readings*
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	availability of exercise programs	*conferences, networking, cold calls*	4	*should provide*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	event planning--parties, food providers	*word of mouth*	3	*internet training, human resources, knowing where to go, reference librarian*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Information in the library about what's available for specific populations, eg. The elderly--audio cassettes; the homeless-- book tapes for the less literate	*South End Branch*	3	*need to do more outreach; make Central more user-friendly. Hard to deal with isolation of certain populations.*

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	literacy needs	*not addressed well*	3	*provide.*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	meet/hear national/local authors at Library or at school	*a few to date*	2	*invite visiting authors to branches; come to BPL to attend readings*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	book on tape	*BPL*	0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	materials on weaving		0	
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ. Grp) library read-aloud;access to books	*no info given*	0	*danger of library losing its focus. (no further info. Given)*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ. Grp) Praise after-school mentoring	-----	0	*extend to Saturday, Sunday afternoons*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ.Grp) for kids, exercise, phys ed. (materials, programs)	*not searching yet*	0	*info about recreation, passes*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Collections & Services: General				
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Information about what's at library, e.g.. speakers, exhibits, ESL.	*Banners (flyers), South End News, Globe calendar, mailings from library*	9.5	*no info. Given*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	children's services	*uses BPL for story hour*	9	*need to hear more about resources. Bilingual--what do you have, how can we access??*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ. Grp)--Continue strong relationship with South Boston	*Paula's visit, Internet access*	8	*Paula coming more often*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Information from library when can't get it elsewhere. Don't expect library to provide same level of service gotten from commercial "fee for service" orgs for free.	*Book delivery-one half hour wait for periodical articles etc., doesn't work for them*	2	*fee for service; call-in service to bk delivery to see if it will be available; document delivery service*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	material in catalog not on shelf		0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	more reliable book on shelf record		0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	BPL reinforcing high school curriculum		0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	YA services		0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	need grade-level reading	*buying (appropriate books)*	0	
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	information about animals, husbandry, specieseg where do they live. With new higher profile director they are doing more cultural events so she needs cultural info., corporate	*currently round-about ways--other librarians and other zoos. Just became connected to Internet, but it's unreliable so she makes phone calls, gets annual reports.*	0	*no info given*

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
	donor info, profiles.			
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ. Grp) card catalog--DRA--great	*no info given*	0	*no info. Given*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ. Grp) no infor. Given	*no info. Given*	0	*more information about availability of passes*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ. Grp.)--Cultural access	*passes to museums*	0	*more*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ. Grp)--publications for library,tutoring,(info. On) sources of bks,educational software,videotapes,bibliographic info, no library space, full-time librarian, after-school program	*mentor to principal,volunteer with MLS,generated finances to improve library and its collection*	0	*---money---*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Customer Service				
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	need for current information	*use of CD's that are upgraded*	10	*greater assistance from staff*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	required sub. (?) areas reserve for students and teachers in special area	*Connolly*	10	
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	immigration information; materials for immigrant needs; information about what's at library, current events	*INS regulations, e-mail, coalitions*	9.5	*tours of library usage, access citizenship materials; access newsletters of interest; multilingual staff; advertise in ethnic media*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	full text health articles w/rapid delivery and low cost	*Web, consortium databases, mailing--Mass. Dept. of Public Health*	9	*(be able) to call BPL or another organization and get the full text that's not available on the Web.*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	dial-up to BPL catalog and have (material) delivered to branch	*BPL*	9	
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	business-related information, marketing articles	*own research organization--library, periodical subscriptions, company documents*	8.5	*fee for service from BPL--better, cheaper*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ. Grp)--Continue strong relationship with South Boston	*Paula's visit, Internet access*	8	*Paula coming more often*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	public library to reserve topics for students--RL and branches	*Roslindale, Codman*	7	
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	calls for work available in Japan;translation and referrals;tourist,visa, and travel info on Japan;professionals who speak Japanese	*current staff(Japan Society), BPL lists, Japanese consulate*	7	*staff person to explain internet, materials published, library and university organizations, translation services, international student organizations; knowing where to look and*

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
				how to look
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	info. For students--on city of Boston, Boston culture, history, neighborhoods, housing	*Internet. Puts students on it.*	6	*relate to BPL--what are services? How can I relay that to students? Access for students who come to Boston for a year.*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	information on regulatory compliance in hospitals(eg, water waste)	*hiring expensive consultants*	6	*is there information you don't have to pay for?; networking; knowing contact people at BPL*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	all different kinds of information, especially what's available in communities	*word of mouth*	5	*get information (out) faster instead of mailings that come after an event*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	info on staff development, curriculum development, parent and child issues, family services	*periodicals, gov't agencies,on-line, uses branch library-Connelly-and Central*	5	*information is probably there but need more or better staff*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	YA's need help in how to write research papers	*univ. libraries, BPL, ILL*	2	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	YA's need research assistance/orientation in Research Library at college freshman level	*BPL, university libraries, ILL*	2	
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ. Grp) Audience for art, writing	*local branch*	0	*no info. Given*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	access to rare book room	*nowhere*	0	
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ. Grp.)--Cultural access	*passes to museums*	0	*more*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	borrow from local college libraries with BPL card		0	
Boston Public Library Central	service to people with disabilities: sensitivity to unique	*library--not good enough job. Gives ranking "poor"*	0	*enforce handicapped parking space*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Library December 3, 1998 10:00 a.m. - 12 noon	community; parking spaces			
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	getting information that we hear(about) to the people who need it, eg. what programs HUD has, get the forms, what economic development programs we have	*have a wonderful website*	0	*library would be perfect conduit for this, but it's not user friendly outside--it is inside, but there's no awareness. Could put kiosk in library--a HUD website terminal. Information technology needs to be expanded beyond books.*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	teachers' borrowers card with better/more access		0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Saturday hours in the summer at branch		0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	BPL--support school library with professional skills and consultation	*nowhere*	0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	longer borrowing time on personal cards		0	
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	place to leave information about (an) organization	*no info. Given*	0	*can you do it? (place to leave organize. material)*

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Exhibits				
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	exhibit space	*using BPL*	9	*having a schedule in advance to know what other exhibits are going up; more exhibit spaces and longer time span for exhibits*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	exhibit space	*use BPL*	7	*need a more secure space to exhibit original material(like to locked cases in the McKim building*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	films, space for events (to serve immigrant needs)	*no info. Given*	1	*infor. About what's people…. (incomplete).*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	feedback/responses from organizations seeing exhibits	*no info given*	0	*no info given*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ. Grp) Audience for art, writing	*local branch*	0	*no info. Given*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Facilities				
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	community meeting spaces	*uses branches*	9	*no info. Given*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	exhibit space	*using BPL*	9	*having a schedule in advance to know what other exhibits are going up; more exhibit spaces and longer time span for exhibits*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	(info. for) 1st-time home buyers	*internet*	7	*(provide) place to go to access computer*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	exhibit space	*use BPL*	7	*need a more secure space to exhibit original material(like to locked cases in the McKim building*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	(for) a safe place for kids--meeting place, after school activities	*use branch library for meetings in area; students in program use library after sch. Activities*	6	*longer hours*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	info on economic development of community	*uses Internet--if it's working*	5	*expand resources, bigger facility*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Information in the library about what's available for specific populations, eg. The elderly--audio cassettes; the homeless-- book tapes for the less literate	*South End Branch*	3	*need to do more outreach; make Central more user-friendly. Hard to deal with isolation of certain populations.*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	service to people with disabilities: sensitivity to unique community; parking spaces	*library--not good enough job. Gives ranking "poor"*	0	*enforce handicapped parking space*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	need noisy space in library	*nowhere*	0	
Boston Public Library Central	place to leave information about (an) organization	*no info. Given*	0	*can you do it? (place to leave organize material)*

1 - low to 10 - high, 0 - No Information Given

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Library December 3, 1998 10:00 a.m. - 12 noon				

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Other				
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	students need to learn how to use library	*in classroom*	6	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	high school students need more welcome attitude in Johnson bldg.--individually or organized groups		0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Sunday library hours--Roslindale		0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	extended hours for Research Library to 11 p.m. or later on weekend	*BPL*	0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	how to use Library of Congress		0	

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Physical Building				
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	exhibit space	*using BPL*	9	*having a schedule in advance to know what other exhibits are going up; more exhibit spaces and longer time span for exhibits*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	service to people with disabilities: sensitivity to unique community; parking spaces	*library--not good enough job. Gives ranking "poor"*	0	*enforce handicapped parking space*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Programs				
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	events going on	*local newspapers, radio*	9	*more involvement of constituents*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	events for members	*BPL and other (sources), Mayor's office, State House*	8	*History of Japan and New England--a "freedom trail" type activity or info on history. List of events--formal way to record and publish.*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	focused activities with other children/children's performances; never enough physical activity	*activities take place in school*	7	*fund performances for young and older students; exposure (to performances, activities)*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	all different kinds of information, especially what's available in communities	*word of mouth*	5	*get information (out) faster instead of mailings that come after an event*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	films, space for events (to serve immigrant needs)	*no info. Given*	1	*infor. About what's people…. (incomplete).*
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	(the library to be) user friendly--what is the library's image	*no info given*	0	*mini training sessions/orientation*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ. Grp) Praise after-school mentoring	-----	0	*extend to Saturday, Sunday afternoons*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ. Grp) library read-aloud;access to books	*no info given*	0	*danger of library losing its focus. (no further info. Given)*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	financial aid, sources on continuing education for kids	*workshop*	0	*no info given*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	program--cummunity services, workshop outreach, staff	*no info given*	0	*bilingual services*
Jamaica Plain Branch December	program--community services,	*no information given*	0	*bilingual services*

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
4, 1998 2 p.m. - 4 p.m.	workshop, outreach, staff			
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	events/talks by publishers, authors		0	
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	information about programs of use to writers	*not enough*	0	*more information resources for writers*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	after-school library programs related to BPL reinforcing high school curriculum		0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	events at libraries (branches) on Saturdays, Sundays		0	
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ.Grp)homework reading support, get parents involved,language communication,seminars	*no info. Given*	0	*no info. Given*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	workshops	*no info. Given*	0	*invitation to workshops at library. Publicize other groups' workshops.*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ. Grp) speakers , Boston Partners in Education. (we cannot read this writing)	*no info given*	0	*no info given*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Public Relations				
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	immigration information; materials for immigrant needs; information about what's at library, current events	*INS regulations, e-mail, coalitions*	9.5	*tours of library usage, access citizenship materials; access newsletters of interest; multilingual staff; advertise in ethnic media*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Information about what's at library, e.g.. speakers, exhibits, ESL.	*Banners (flyers), South End News, Globe calendar, mailings from library*	9.5	*no info. Given*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	events going on	*local newspapers, radio*	9	*more involvement of constituents*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	children's services	*uses BPL for story hour*	9	*need to hear more about resources. Bilingual--what do you have, how can we access??*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	info. For students--on city of Boston, Boston culture, history, neighborhoods, housing	*Internet. Puts students on it.*	6	*relate to BPL--what are services? How can I relay that to students? Access for students who come to Boston for a year.*
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	make people aware of the services that are available; how the library can be helpful to residents; people get greater appreciation of the library	*Dimock introduces people to the library*	6	*a higher profile on part of Library--making people aware.*
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	strengthen family ties; parenting skills	*by attending story hours*	6	*more publicity re: hours and activities*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	all different kinds of information, especially what's available in communities	*word of mouth*	5	*get information (out) faster instead of mailings that come after an event*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Information in the library about what's available for specific populations, eg. The elderly--	*South End Branch*	3	*need to do more outreach; make Central more user-friendly. Hard to deal with*

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
	audio cassettes; the homeless-- book tapes for the less literate			*isolation of certain populations.*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Information about Franklin Institute out to students	*Higher Ed. Center*	3	*better communication, e.g. e-mail between schools and Higher Ed. So Franklin Institute knows about student interest in the Institute.*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	films, space for events (to serve immigrant needs)	*no info. Given*	1	*infor. About what's people…. (incomplete).*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	public awareness, job development, getting adults into the library, info on immigration services	*meetings at library*	1	*Promotional events, Library is best kept secret in city. Library should build partnerships, strategic alliances at library. Why duplicate services....*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	publicity re: the great range of Boston's writers	*Is it done??*	0	*no info given*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	workshops	*no info. Given*	0	*invitation to workshops at library. Publicize other groups' workshops.*
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	(the library to be) user friendly-- what is the library's image	*no info given*	0	*mini training sessions/orientation*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Educ. Grp) no infor. Given	*no info. Given*	0	*more information about availability of passes*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Staff				
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	need for current information	*use of CD's that are upgraded*	10	*greater assistance from staff*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	immigration information; materials for immigrant needs; information about what's at library, current events	*INS regulations, e-mail, coalitions*	9.5	*tours of library usage, access citizenship materials; access newsletters of interest; multilingual staff; advertise in ethnic media*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	info on staff development, curriculum development, parent and child issues, family services	*periodicals, gov't agencies,on-line, uses branch library-Connelly-and Central*	5	*information is probably there but need more or better staff*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	more children's room staff at branches		0	
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	program--cummunity services, workshop outreach, staff	*no info given*	0	*bilingual services*

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Technology				
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	full text health articles w/rapid delivery and low cost	*Web, consortium databases, mailing--Mass. Dept. of Public Health*	9	*(be able) to call BPL or another organization and get the full text that's not available on the Web.*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Internet information for kids' homework	*BPL*	9	*no info. Given*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	business-related information	*Dialog, Nexis, Dow Jones, commercial document retrieval ,UMI (Internet)*	8.5	*fee for service--cheaper, better*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	business-related information, marketing articles	*own research organization--library, periodical subscriptions, company documents*	8.5	*fee for service from BPL--better, cheaper*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Admin:-social service, child speakers, outreach	*networking, schools*	7	*more computers at Charlestown branch, internet*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	info. --how to develop their cultural community	*BPL*	7	*expand resources--more hours, more computers, more stuff. A lot of junk in it.*
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	State and federal development legislation (re:housing)	*State House, press, internet*	7	*internet for companies who provide info. At reasonable cost*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	need internet and computer services	*classroom/lab*	6	*no info*
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	info on economic development of community	*uses Internet--if it's working*	5	*expand resources, bigger facility*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	attorneys have time-pressured need for information on specific topics	*monthly meetings with packets of information including Web links; e-mail*	3	*(have) the ability to search BPL's collections in a web-like way (a la a search engine)*
Boston Public Library Central Library December 3, 1998 10:00	Information about Franklin Institute out to students	*Higher Ed. Center*	3	*better communication, e.g. e-mail between schools and*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
a.m. - 12 noon				*Higher Ed. So Franklin Institute knows about student interest in the Institute.*
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Information from library when can't get it elsewhere. Don't expect library to provide same level of service gotten from commercial "fee for service" orgs for free.	*Book delivery-one half hour wait for periodical articles etc., doesn't work for them*	2	*fee for service; call-in service to bk delivery to see if it will be available; document delivery service*
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	social service directories	*health centers, word of mouth*	2	*on-line directory*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	computer access (for) high school students?)		0	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Internet (access)		0	
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	getting information that we hear(about) to the people who need it, eg. what programs HUD has, get the forms, what economic development programs we have	*have a wonderful website*	0	*library would be perfect conduit for this, but it's not user friendly outside--it is inside, but there's no awareness. Could put kiosk in library--a HUD website terminal. Information technology needs to be expanded beyond books.*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	computer literacy		0	
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	(our organization's) research staff needs access to BPL's collection	*no info given*	0	*no info given*
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	design Web pages/HTML		0	
BPL Central-Educators Group 2	access to library via computer		0	

Organizational Users

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
March 4, 1999 4 p.m.				

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

User - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Collection & Services: Informational				
BPL Central--Assoc.+public Feb 22, 1999 noon	weather	*TV, radio, internet, phone*	10	*no info*
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Animals--teaching (about)--books, videos	*MSPCA, BPL, Boston Park Rangers*	10	*buy more books (on animals) expecially New True Series*
BPL Central--Assoc.+public Feb 22, 1999 noon	health	*Doctor*	10	*no info*
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	science information	*bookstores/library*	10	*no information given*
BPL Central--Assoc.+public Feb 22, 1999 noon	late-breaking news	*internet*	10	
Codman Square December 7, 1998 6 p.m. - 8 p.m.	general (information)	*speed dial to BPL*	9.5	*Black History--needs to know what's out there*
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	art, history Cambodian subjects	*internet, organizational mailings, borrows books from library, browse in bookstores*	9	*no info. Given*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	music	*stores, internet, public schools, colleges and universities, concerts, MFA programs, BHCC programs, library*	9	*no info*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	cartographic information	*books and atlases from personal collection and BPL*	9	*no info given*
BPL Central--Assoc.+public Feb 22, 1999 noon	business (info) --(free) eg. annual reports	*internet*	8.5	*ease of access; readability; non-browsability*
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	theory of knowledge and genetics	*bookstores, libraries, buys books at discount*	8	*having more books available in the library*
BPL Central--Assoc.+public Feb 22, 1999 noon	weaving	*BPL, internet*	8	*accurate representation of what is on shelf; more info on source content; text of books on-line*

User - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Black History and Genealogy	*bookstores, libraries, friends, Afro-American Genealogy Society*	8	*Library says that books are too expensive to buy, but went to another system, requested it and it was bought by BPL (through) ILL.*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	books on computer software, scientific (subjects)	*(uses) West Roxbury Branch, Mattapan, Hyde Park*	8	*I need access to more books than currently have*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Black History and genealogical information	*bookstores, family tree maps, U.S. Archives, personal library*	7	*need more knowledge of tools available*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	non-fiction reading--child care and Black History	*Personal collection and Codman Sq. library*	7	*more and current books; quicker, more timely access*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	professional and educational material	*Children's Museum, workshops, professional journals*	7	*unlimited financial resources to subscribe to every educational journal. University books should be at Library.*
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	research materials	*research librarians, telephone reference, network w/people for research needs*	6	*books need to be available in RL*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	antiques	*personal books and BPL*	5	*need specialized information (that's) too expensive to buy*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	information about computers	*magazines, internet, book stores, work , Bunker Hill Comm. Coll., young people, library*	5	*no info*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	genealogy	*web sites, federal agencies, BPL, private library, family members*	4	*no info*
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	videos, science(topics)	*BPL central and branches*	4	*buy more videos (science)*
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	art for illustrators	*photofile-BPL, magazines, takes pictures*	3	*expand picture file*
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	very current information	*newspapers, Boston GlobeOnline, TV, radioi*	2	*provide free access to newspapers and Boston Globe online; more online*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

User - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
				databases
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	job information		0	
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	for information	*radio(BBC), teachers, friends, counselors,case managers, social workers, newspapers (Globe,Chinese newspaper), television, wife*	0	
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	senior information (retirement)	*AARP, Soc.Sec.Admin.,city agencies, internet, Kennedy Ctr., human resources dept (employer), health clinic, golden age ctr, friends*	0	*(BPL not listed)*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	medical info.	*doctor, clinic, internet, health newsletters, library, other people, book stores, TV.*	0	*no info*
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	books on accounting		0	
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	college information	*Colleges and universities, internet, BPL's Higher Educ. Ctr., guidance center, alumni, book stores, boys and girls club, library*	0	*no info*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	ESL, GED, SAT	*BPL, school libraries, Cambridge Libr., community ctr., Kennedy Ctr., high school, book stores*	0	*no info*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	home improvement	*TV, library, internet, Home Depot, magazines, book stores, friends and professionals*	0	*no info*
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	(info. On) college courses, education		0	
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	information for children		0	
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	job related (HUD)	*contact HUD*	0	*no info*
Charlestown Branch Feb. 4, 1999	minorities	*PBS, community centers, schools,*	0	*no info*

User - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
6 p.m. - 8 p.m.		*book stores, work place, newspapers, library*		
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	reading for information, science, math	*Science Museum*	0	*no info*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

User - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Collection & Services: Recreational				
Codman Square December 7, 1998 6 p.m. - 8 p.m.	visiting museums	*library passes*	10	*no info.*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	fiction	*BPL, Cambridge P.L., book stores, friends, internet, book clubs, public radio, elderly center, writing classes*	9.5	*no info*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	reading anything	*library, bookstores, friends, personal collection*	9	*no info given*
BPL Central--Assoc.+public Feb 22, 1999 noon	travel	*travel section at BPL;internet;bookstore*	9	*(have) latest copies available; articles printed (missed in paper)*
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	books--research, fiction, science fiction, historical fiction, reference	*BPL central and branches, Minuteman library network, ILL, bookstores, internet, Cdroms*	9	*Need more current books available--non-fiction: astronomy, technology, current events,current versions.*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	reading	*library*	9	*no info given*
BPL Central--Assoc.+public Feb 22, 1999 noon	what books to read	*NYT Bk. Rev.,Globe Bk. Rev., Amazon.com, friends/w.o.m.*	8.5	*(have material) all in one book; also, a personal advisor*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	fashion designs	*fashion magazines, sewing magazines*	8.5	*more patterns in larger sizes; better sewing magazines*
BPL Central--Assoc.+public Feb 22, 1999 noon	TV, film, leterature, art history	*internet; minuteman network*	8.5	*ease of access, ease of use*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	movies on video	*renting*	8	*no info given*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	(info. On) Black dolls	*doll shows, magazines*	8	*"Black Doll Collector's magazine"*
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	listen to a lot of music	*radio, music stores*	8	*buy more and current music--CDs, tapes*

User - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	adventure books for his wife	*borrows books from library*	8	*get new books faster*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Black literature	*TV and personal collection*	7	*computer catalog needs to be updated; more and quicker access to current materials*
BPL Central--Assoc.+public Feb 22, 1999 noon	recreational needs	*amazon.com, Yahoo*	6.5	*internet; reviews; abstracts of contents; multimedia*
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Tae kwon do	*lessons, TV, bookstores, BPL*	6	*buy more books on subject*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	magazines	*BPL, Cambridge library, stores, subscriptions, dr.offices*	6	*no info*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	travel books	*travel agent, book stores, Internet, friends, library*	3.5	*travel meterial at library is old.*
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	books on tape (all kinds)	*BPL, Needham (library)*	3	*buy more (books on tape) -- make available locally, expecially fiction and biography*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	books on tape	*library(Charlestown), book stores, Perkins School(limited)*	3	*no info*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Black experience literature	*Friends' library, BPL branches*	2	*Books should be more available. Same sources-- more availability.*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	children's (books)--have exhausted collections at Hyde Park.Now working on Mattapan.	*branch libraries*	0	*need books written by people of color*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	gardening information	*seed catalogs, Charlestown community gardens, Boston urban gardener, Home Depot, Sprouts(children),TV,Mass. Hort Soc., library, county field services, magazines, newspapers, internet, book stores*	0	*no info*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

User - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	videos	*stores, library, TV, friends, internet, Congress (trial)*	0	*no info*

User - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Collections & Services: General				
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	children's books on Jewish culture	*BPL--Copley, West Roxbury, Roslindale branches*	9	*buy more books for children on Jewish culture*
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	adventure books for his wife	*borrows books from library*	8	*get new books faster*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	professional and educational material	*Children's Museum, workshops, professional journals*	7	*unlimited financial resources to subscribe to every educational journal. University books should be at Library.*
BPL Central--Assoc.+public Feb 22, 1999 noon	documentary films	*BPL; commercial and others*	6	*access to much larger library--low-or no-cost*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Black experience literature	*Friends' library, BPL branches*	2	*Books should be more available. Same sources--more availability.*
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Needs to see old books	*BPL*	0	*no info*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	large-print material	*library, Perkins, stores, subscriptions, clinic/health ctr., eye doctor, other people*	0	*no info*
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Need access to local history and special collections.	*Uses many differenct places.*	0	*no info*
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Need instruction on how to find material in the Library (I.e. pictures)	*(use) bookstores*	0	*no info*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	children's (books)--have exhausted collections at Hyde Park.Now working on Mattapan.	*branch libraries*	0	*need books written by people of color*
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Up-to-date and larger juvenile collection; same for adult	*New England Mobile, other libraries, book stores (Brookline and Newton)*	0	*no info*
Jamaica Plain Branch Feb. 6, 1999	Help kids access the library	*Brings own children and instructs*	0	*no info*

Needs Assessment A...regate by Rank

1 - low to 10 - high, 0 - No Information Given

User - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
11 a.m. - 1 p.m.		*them.*		

User - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Customer Service				
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	adventure books for his wife	*borrows books from library*	8	*get new books faster*
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Black literature	*TV and personal collection*	7	*computer catalog needs to be updated; more and quicker access to current materials*
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	research materials	*research librarians, telephone reference, network w/people for research needs*	6	*books need to be available in RL*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

User - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Facilities				
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Quiet space to read	*private libraries*	0	*no info*

User - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Other				
BPL Central--Assoc.+public Feb 22, 1999 noon	museum/schedules	*membership; paper/Globe calendar;internet;BPL passes*	10	*no info*
BPL Central--Assoc.+public Feb 22, 1999 noon	news, public affairs opinions	*NPR, TV*	10	*not global enough, not enough depth,less repetition, unfiltered info.,the world…*
BPL Central--Assoc.+public Feb 22, 1999 noon	food/restaurants	*phone/fax; on-site check it out*	7.5	*on-line video tour*
BPL Central--Assoc.+public Feb 22, 1999 noon	movies--schedules and reviews	*newspaper*	7	*weekly movie publication…..with reviews*
BPL Central--Assoc.+public Feb 22, 1999 noon	travel/ticket prices	*internet*	6	*guarantee by airline*
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	how to fill out forms		0	
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Reinstate MetroBoston	*Don't- go without*	0	*no inf*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

User - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Programs				
Codman Square December 7, 1998 6 p.m. - 8 p.m.	visiting museums	*library passes*	10	*no info.*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	tutoring	*public schools, Catholic schools, Boys and Girls Club, private tutors, peer mentoring program at branch*	9	*no info*
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	lectures, historical (topics)	*Historical Society, W. Roxbury branch, BPL*	8	*library should have more historical lectures*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	after-school programs	*Friends of the Library(Charlestown br. Has a RIF program sponsored by Friends), Boys and Girls Club, Charlestown Working Theatre, community schools*	8	*no info*
BPL Central--Assoc.+public Feb 22, 1999 noon	meet new people	*memberships/BPL/ book/author discussions and receptions*	8	*better way to intro.members to each other*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	pre-school programs	*city and state agencies, Children's Museum, branch library(Charlestown)*	1	*no info*
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	after-school tutoring programs		0	
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	family programs	*Boys and Girls Clubs, working theater, Children's Museum, Science Mus, computer mus, religious institutions, YMCA, sports groups*	0	*(BPL not listed above)*
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	encourage kids to read	*no info*	0	*no info*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	museum pass programs	*library, museum free time*	0	*no info*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	social gatherings (speakers)	*library, Boys and Girls Club, Ford Hall forum, universities, museums, religious inst., YMCA, Waterstones, health center, K of CC, bars and restaurants*	0	*no info*

User - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Staff				
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	children's librarian	*Charlestown does not have one.*	1	*need children's librarian*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

User - Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Technology				
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Black literature	*TV and personal collection*	7	*computer catalog needs to be updated; more and quicker access to current materials*
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	games, video	*stores*	7	*access to computers and Cd-Roms need to be available to preview educational Cd-Roms*
BPL Central--Assoc.+public Feb 22, 1999 noon	computer problems, various software	*internet*	6	*personalized service; ease of access; type questions (in) and get answers back*
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	BPL website	*internet*	5	*no info*
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Better info. On how to use Infotrac; better information on how to access electronic information; more technical help.	*no info*	0	*no info*
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	more internet access	*at home*	0	*no info*
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	How to get periodical articles at home	*no info given*	0	*no info*
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Library should be a guide to the electronic world. More instruction on using library resources.	*no info*	0	*no info*

User - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Collection & Services: Informational				
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	declamation resources	*reference books,collections of speeches and poems*	9	*more books from school reading lists*
Faneuil Branch December 3, 1998 2:30 p.m.	locations for book reports	*computer at library*	9	*upgrade technology*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	schoolwork	*encyclopedias, internet, newspapers, textbooks*	9	*more books, librarians, computers*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	schoolwork--poetry	*encyclopedias, poetry books*	8	*more books on poetry*
Faneuil Branch December 3, 1998 2:30 p.m.	needs info. on colleges and architecture	*Internet and encyclopedia at home or library*	6	*more specific info. On specific colleges; more books on architecture (only 1 or 2 now)*
Faneuil Branch December 3, 1998 2:30 p.m.	science projects	*goes to library, uses Internet*	6	*more science books*
Faneuil Branch December 3, 1998 2:30 p.m.	books for school	*goes to library--uses Internet and encyclopedia*	5	*more help; more materials*
Faneuil Branch December 3, 1998 2:30 p.m.	authors	*school*	5	*library should bring in more authors to talk about their books*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	schoolwork, esp. literary criticism	*books*	5	*better catalog set-up*
Faneuil Branch December 3, 1998 2:30 p.m.	homework help	*asks parents for help*	3	*more books, tapes, videos. Right now most are for little kids.*
South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	information for school	*library; asks someone*	0	*no info. Given*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

User - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Collection & Services: Recreational				
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	fiction	*library books*	10	*no info. Given*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	fiction	*library books, purchase books*	10	*no info. Given*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	information of art and artists	*visit Mass. College of Art Museum and MFA*	9	*order books, more exhibits*
Faneuil Branch December 3, 1998 2:30 p.m.	gaming information	*looks at magazines and Internet*	9	*carry at least some magazines at library*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	basketball, non-fiction	*computers, magazines*	8	*catalog needs improvement*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	non-fiction	*library books*	8	*better books*
Faneuil Branch December 3, 1998 2:30 p.m.	video games, play station	*gets info at mall*	8	*have more magazines*
Faneuil Branch December 3, 1998 2:30 p.m.	codes for games, sports info.	*magazines and internet at home or library*	7	*more materials and updated technology*
Faneuil Branch December 3, 1998 2:30 p.m.	science projects and book reports	*uses library for books, internet, encyclopedia*	7	*get newer books; better organization of books*
Faneuil Branch December 3, 1998 2:30 p.m.	sports and games books	*magazines*	7	*more books and magazines on sports*
Faneuil Branch December 3, 1998 2:30 p.m.	baseball and football information	*books, internet at library, newspapers, magazines and TV at home*	6	*more magazines*
Faneuil Branch December 3, 1998 2:30 p.m.	codes for video games	*magazines, computers, friends*	5.5	*more game magazines*
Faneuil Branch December 3, 1998 2:30 p.m.	sports	*TV*	5	*library might have daily posting of games and scores*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Internet, current fiction	*computers, books*	5	*unlimited paper use for computers; books should be classified more specifically*

User - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
				book contents should be on catalog; more analytical entries
South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	reading books	*library*	0	*no info given*
South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	visiting library	*books, internet*	0	*no info given*
South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	computers, telephones, laptop	*library*	0	*no info given*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

User - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Collections & Services: General				
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Homework Help Project materials	*use library's books, catalog*	9	*order more books, especially information appropriate for different ages*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	computers	*Internet*	8	*more computers, CD-Roms,microsoft "Office"*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Homework Help Project materials	*books, encyclopedias*	8	*books for certain age levels*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	(info on the)internet	*newspapers, books, computer*	8	*more computers*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	school projects, computers	*library books*	5	*more books, more computers*

User - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Customer Service				
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	(info re:) schoolwork	*books, newspapers*	7	*(have) guides on how to research topics*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Internet, current fiction	*computers, books*	5	*unlimited paper use for computers; books should be classified more specifically; book contents should be on catalog; more analytical entries*
Faneuil Branch December 3, 1998 2:30 p.m.	books for school	*goes to library--uses Internet and encyclopedia*	5	*more help; more materials*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

User - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Exhibits				
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	information of art and artists	*visit Mass. College of Art Museum and MFA*	9	*order books, more exhibits*

User - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Other				
South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	basketball team, rollerblading, nintendo, games, sketching, beanie babies	*no info given*	0	*no info given*

Needs Assessment Aggregate by Rank

1 - low to 10 - high, 0 - No Information Given

User - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Programs				
Faneuil Branch December 3, 1998 2:30 p.m.	authors	*school*	5	*library should bring in more authors to talk about their books*

User - Children/Young Adult

Focus Group	Need	How are they Satisified:	ranking:	What could the Library do:
Technology				
Faneuil Branch December 3, 1998 2:30 p.m.	locations for book reports	*computer at library*	9	*upgrade technology*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	basketball, non-fiction	*computers, magazines*	8	*catalog needs improvement*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	(info on the)internet	*newspapers, books, computer*	8	*more computers*
Faneuil Branch December 3, 1998 2:30 p.m.	codes for games, sports info.	*magazines and internet at home or library*	7	*more materials and updated technology*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	schoolwork	*books; Internet at home*	5	*better searching on catalog; book annotations on catalog*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	school projects, computers	*library books*	5	*more books, more computers*
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Internet, current fiction	*computers, books*	5	*unlimited paper use for computers; books should be classified more specifically; book contents should be on catalog; more analytical entries*

BOSTON PUBLIC LIBRARY

PUBLIC FOCUS GROUPS

SERVICE KNOWLEDGE
AND
RANKING AGGREGATE REPORT

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
(the library) has an activity class.	10	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
(The Roslindale Library) also has small contests.	11	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
access catalog through Internet	10	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
access information--(with help from) librarians, assistants, shelvers	11	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	NonUser - Children/Young Adult
access Infotrac through Internet	9	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
access to Internet	8	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
access to rare books	11	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
access to your own BPL account through the web site	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Activities	11	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
adult book discussions	11	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	NonUser - Adult
Adult literacy programs	11	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Advertisements	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
After- school study hall, mentoring	NA	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
after-school tutoring	10	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
afterschool homework assistance	7	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
Afterschool tutoring for younger students	11	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
afterschool tutoring-Connolly	11	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
animation festivals and other film programs	11	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	NonUser - Adult
architectural tours	10	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Archival Information	4	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
art and architecture tours	8	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Art exhibitions	10	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
art exhibits	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Art Programs	11	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
art reference library	8	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Art shows	6	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Article(periodical) or book retrieval from Research library	2	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
arts and crafts	11	Raphael Hernandez School December 11, 1998 11:40 p.m.	NonUser - Children/Young Adult
Asking for books from other libraries	9	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
asset to have library card	11	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
assistance by librarian	10	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
audio (collection?)--circulating	2	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Audio-visual--rent films and tapes	11	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	NonUser - Adult
audiotapes/videotapes	4	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
Author lectures/readings	7	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Author presentation	4	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
author readings w/ bookstores	8	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
author readings/programs	8	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
author series	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Av collection at Central	7	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
availability of meeting rooms	11	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
basic computer lesson; basic internet access	9	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
bibliographies	4	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
Blueprint Collection	8	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
Book borrowing(incl. Periodicals, videos, etc.)	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Book check-out	3	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Book circulation	5	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Book Club,lectures	5	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Organizational Users
Book Clubs	9	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Book collection	7	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
book collection (titles often not available on the shelf)	5	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
book delivery	4	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Book delivery service	8	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
book discussion group	4	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
book discussion groups (adults and children)	11	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
book discussion groups--J.P. branch	9	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
book discussions	7	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
Book discussions	4	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
book discussions--children,adults (don't use, but know it's good)	11	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
Book finder	10	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
Book lending	NA	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
book lending, film, music	4	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Book ordering	7	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Book reservations	8	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Book sale	11	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
Book sales	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
book sales	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Book Transports	9	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
book withdrawal	11	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Book, etc loans including reserving them	10	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Book-signing opportunities	7	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
books	7	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
Books	6	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
Books	10	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
Books	7	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
Books	8	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
books	9	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
books	10	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
books	8	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
books	11	Raphael Hernandez School December 11, 1998 11:40 p.m.	NonUser - Children/Young Adult
Books	9	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
Books	10	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
Books	7	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
books are great--children's, gardening, art, cooking	10	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
books delivered to branches	10	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
books in it	11	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	NonUser - Children/Young Adult
books on tape	11	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	NonUser - Children/Young Adult
Books to loan	7	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
Books, library materials	10	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
books--lending	7	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
books-on-tape	5	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
Books-on-tape	11	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Books-on-tape	1	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
books/magazines/newspapers	8	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
Books/Periodicals	4	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
borrow books	4	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
borrow books	9	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
borrow magazines	1	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
borrow magazines	8	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
borrow movies	3	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
borrow tapes	4	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
Borrowing books	10	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
Borrowing books	11	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
Borrowing books--Russian and English	10	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
Boston Regional Library--member newsletter	5	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
BPL mails out information all the time	9	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
branch hours (BPL main, H.P.,W.R.)	8	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
Branch hours: space (crowding--Parker Hill)	4	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Branch librarian calls school to offer visit/relationship	9	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
BRLS system	9	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
business library	4	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
Business library downtown	5	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
Business Reference--Kirstein	5	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
capacity to store rare books (adequately)	3	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Career Information	5	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Organizational Users
Career/college research and application process	6	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
Catalogue system	7	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Charlestown branch is a hotbed of feminism	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
check books	8	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
check books	8	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
checking books	10	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
checking books	10	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
checking out books	10	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
checking out books	9	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
chess club	11	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
children's activities such as drama class, chess club--Connolly	11	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
children's books	10	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
Children's Dept.	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Children's films	8	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Children's programming(storytelling, etc.)	7	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
Children's programs	9	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
children's programs	11	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Children's programs; story hours	11	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	NonUser - Adult
Children's reacting group	11	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Children's Services	9	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Children's services/story hour	9	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
children/adult movies	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Children/adult programs	5	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Childrens storytelling hours	11	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Childrens' Services	6	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Childrens' story and movie hour	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
circulating collection	4	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
Circulation Dept.--books	7	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Circulation of materials	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
City directories	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Classes on crafts, etc.	4	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Collaboration on summer reading lists	8	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Collections	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
College exploration--downstairs of BPL Copley	10	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
college search	9	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
Community meeting space (I just found out about this)	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
Community meetings	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Community outreach/training	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Community Service	8	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Company Information	4	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
computer	10	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
computer	3	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
Computer	4	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
Computer	3	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
Computer	11	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
Computer access to library card catalogue	9	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Computer catalog	5	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Computer classes	4	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Organizational Users
Computer hardware/software	6	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Organizational Users
Computer-Kirstein	9	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Organizational Users
Computerized "card catalog" w/availability and reservations	10	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
computerized access to periodicals	8	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
Computerized catalog of holdings (current GL software is difficult to use)	3	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
computerized catalog--public access catalog	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
computers	5	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
computers	9	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
Computers	11	Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	NonUser - Children/Young Adult
Computers	6	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
computers	11	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	NonUser - Children/Young Adult
computers	11	Raphael Hernandez School December 11, 1998 11:40 p.m.	NonUser - Children/Young Adult
computers for book look ups I.e.titles, authors	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Computers/Internet	7	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Connection to Internet	9	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Conservation Dept.	9	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
consortium	8	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
Consulting	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
conversation club for people with ESL	5	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
Cooperative acquisition of services	NA	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
Copiers	10	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
copy machine	10	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
copy machine	10	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
copy machine	10	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
copy machine great but need more	10	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
Copy machines	11	Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	NonUser - Children/Young Adult
creative drama	11	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
cultural programs	10	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
cultural programs--Connolly	10	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
Curriculum assistance/resources	7	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Delivery services	8	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
different information	10	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
discussion groups	8	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Display of art work of students	10	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
diveristy of materials (racism, communities..)	7	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
do homework	2	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
do homework	8	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
do homework	10	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
do homework	10	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
do homework	5	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
do homework	2	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
do my homework	9	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
e-mail	6	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
education	8	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Educational Services	5	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Elder services--book clubs?,tours, trips(educational)	2	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Organizational Users
Encyclopedia	10	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
Encyclopedias and other reference (books)	8	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
English class-conversation	8	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
ESL	7	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
ESL	5	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
ESL books	5	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
ESL class	5	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
ESL classes	11	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
ESL speaking class	8	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
Event space	1	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Exhibit, museum	7	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
Exhibit/meeting space	7	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Exhibition (Old books)	7	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
Exhibits	2	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
exhibits	11	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	NonUser - Adult
Exhibits (art, photography)	9	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
Extended hours at branches	8	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Filing System	7	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Filing system	7	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
film library	11	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
film programs	4	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Film programs (e.g. showing movies)	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
films	11	Raphael Hernandez School December 11, 1998 11:40 p.m.	NonUser - Children/Young Adult
Films and lectures	NA	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
financial aid forms	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
financial aid workshops	NA	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
find books	10	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
find books for you at other libraries and have them delivered to your library	9	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
find information	8	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
fine arts reference service	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
foreign books------not rated	11		
foreign language materials; encyclopedias;research materials	11	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	NonUser - Adult
forums	6	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
free passes	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
free passes to local museums--Connolly	9	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
Free programs	4	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
free public use of passes to museums and other Boston family places	10	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
free service (library of last recourse)	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Friends of the Library	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Friends' groups	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
General Collection-Boston	8	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
General Collection-Charlestown	3	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
General information line	11	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
General information;answers questions	8	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
general reference information	8	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
get a book	6	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
getting out a book	10	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
gift items can be purchased (re:Charlestown Friends group items on sale)	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
give directions	9	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
go on the computer	4	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
Government Documents	5	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
government documents	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Government Documents	5	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
Government Documents 9retrieval for self-service copying	3	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Govt. Docs. Reference	10	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Govt. Documents	10	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Group meetings for authors	11	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
guest speakers	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Guest speakers	9	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
HAP--Homework Assistance Program	10	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Has computer facilities	9	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
having to look for books	10	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
Help from staff	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
helping for looking (in) reference books	10	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
Higher Ed Info Center	6	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Higher Ed-Opp.Center	3	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
Higher Education Assistance Office	11	Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	NonUser - Children/Young Adult
Higher Education Center	10	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Higher Education Center	11	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	NonUser - Adult
Higher Education scholarship database	11	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
historical and cultural information	11	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
History	7	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
Home page/website	6	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Homework assistance	7	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Homework Assistance Program (HAP)	10	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Hyde Park Branch	7	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
I can bring my books to school and they'll send it to the library	10	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
I think the library gives help with homework.	9	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
ILL	8	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
ILL	4	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
ILL for regional network member	10	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
in-house collection	3	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Income tax, financial aid help	9	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
information	11	Raphael Hernandez School December 11, 1998 11:40 p.m.	NonUser - Children/Young Adult
Information	7	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
information about the community	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Information on community events	8	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Infotrac	6	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
Infotrac	3	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Interlibrary loan	2	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Interlibrary loan	7	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
interlibrary loan	9	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
interlibrary loan	10	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Interlibrary loan	3	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
Interlibrary loan	10	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Interlibrary loan	8	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
interlibrary loan	8	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
Interlibrary loan (online catalog) and circulation services	10	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Interlibrary loan program	9	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
interlibrary loan services-Boston Region	6	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
Internat access	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Internet	8	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Internet	7	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
internet	11	Raphael Hernandez School December 11, 1998 11:40 p.m.	NonUser - Children/Young Adult
Internet	8	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Internet	11	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
internet	7	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
internet	1	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
Internet	2	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Internet	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Internet	4	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Internet	6	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
Internet access	NA	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Internet access	5	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
Internet access	7	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
internet access	3	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
Internet access	11	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Internet access	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
internet access	11	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
Internet Access	8	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Organizational Users
Internet access	8	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
Internet access	7	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Internet access y school (Boston Latin) is connected to BPL--I can use my card there.	8	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Internet access in library for patrons	8	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Internet Access with hyperlinks	4	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
internet access--Connolly	11	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
internet access--limited for children; full for adults	11	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	NonUser - Adult
internet and computerized access	5	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
internet classes --Connolly	11	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
Internet services	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Internet surfing classes	3	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Organizational Users
Internet training	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Internet--computer use help	8	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Job information	11	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
journal articles	11	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
Journals--professional	6	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
kids' magazines	7	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
Kirstein	NA	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Kirstein	9	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
language diversity/multilingual materials	4	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
Lecture series	7	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
lecture series	4	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
lectures	8	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
Lectures	NA	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
lectures on various topics	8	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
lectures/events	8	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Lending books, videos, CD's, audio	9	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Lending books--book clubs	10	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Organizational Users
lending books--fiction	10	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
lending non-fiction books in various categories	5	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
Librarians (knowledgeable)	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Library Assistance	6	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
library card foir all citizens statewide	3	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
library cards for students	5	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
Library cards for students	5	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
library consortium	4	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
Library contests--billboard,book cover, essay)	10	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Library hours for all libraries and phone numbers	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
lighting (to read and do research)	3	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
listen to story time	9	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
literacy "classes/instruction	11	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
Literacy classes	6	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Organizational Users
Literary Lights program	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Loans books and periodicals	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
looking for job from computer	9	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
magazines	4	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
Magazines	8	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
Magazines	5	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
Magazines, books	9	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
Magazines/newspapers	4	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
magic shows	11	Raphael Hernandez School December 11, 1998 11:40 p.m.	NonUser - Children/Young Adult
Mailings	9	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
massive research database	2	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
media collection	11	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Meet authors	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
meet friends	4	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
Meeting rooms for community use	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
meeting space	2	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
meeting space availability for neighborhood	8	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
microfilm of old newspapers and magazines	11	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	NonUser - Children/Young Adult
microtext access to old materials	11	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
most up-to-date books (best sellers)	7	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Movies	11	Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	NonUser - Children/Young Adult
Movies	5	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
movies	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
movies	11	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Movies and lectures at Copley library	10	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Movies and public lectures	5	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
movies for children	11	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
murals, art and architecture at BPL	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Museum (about Holocaust)	11	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
Museum (in front of the exit)	7	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
Museum etc. passes	6	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
museum passes	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Museum passes	5	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
Museum passes	7	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
museum passes	11	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Museum passes(aquarium)	10	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Museum passes, tickets, library cards	11	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it. 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
music tapes	11	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	NonUser - Children/Young Adult
My school (Boston Latin) is connected to BPL; I can use my card there.	11	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
National Phone Directory on CD-ROM	5	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
need more books on hand	4	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
new books	11	Raphael Hernandez School December 11, 1998 11:40 p.m.	NonUser - Children/Young Adult
Newspaper	8	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
Newspaper articles(archival material-microfiche)	3	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
newspapers, magazines	11	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	NonUser - Children/Young Adult
Newspapers, periodicals	8	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Organizational Users
newspapers--both new and on microtext	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Obtaining reference books from the stacks, science ref. etc.	4	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
Old periodicals, newspapers on microfiche	8	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
old, old books	11	Raphael Hernandez School December 11, 1998 11:40 p.m.	NonUser - Children/Young Adult
on-line access to catalog	7	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
on-line catalog	5	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
On-line catalog	6	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
online access	9	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
Online databases	9	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Online research--internet access	11	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Open exhibit space (I just found out about this)	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
ordering book	8	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
ordering books	9	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
ordering books	8	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
Ordering books	6	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
ordering books from other libraries to my branch	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Orders books not in its collection	9	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
orientation to Research Library	2	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
Other library services (don't know any other)	1	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
papers	5	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
parking	5	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
parties	11	Raphael Hernandez School December 11, 1998 11:40 p.m.	NonUser - Children/Young Adult
Pass program/tickets	9	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Passes for museums and cultural events	7	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Passes to museum	9	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Passes to places eg. Aquarium	11	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Paying for library cards?	11	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
peace and quiet	10	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
peace and quiet to do homework	10	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
pens and pencils	8	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
people and services	10	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
people to help you	11	Raphael Hernandez School December 11, 1998 11:40 p.m.	NonUser - Children/Young Adult
periodicals	8	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
Periodicals	8	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Phone in questions to librarian	8	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
phone reference	9	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Phonograph racords and music tapes	6	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
picture collection	4	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
Poetry/writing contest	8	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Pre-school programs	10	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
print department	8	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Print Dept.	10	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Private tutor (two rankings given--(NA and 10)	11	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
program/workshop presentations	6	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
Programming (lectures..etc.)	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
programs for people learning English(although it's mostly volunteer)	8	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
public information__voter information, tax info	7	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
public meeting (space?)	5	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
Public notices (I.e."Calendar", other local publications	10	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
public readings (poetry, etc.)	10	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
quietness	11	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	NonUser - Children/Young Adult
Rare Bks	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
rare book collection	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Rare books	11	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	NonUser - Adult

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
read	7	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
read books	10	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
reading clubs	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Reading groups--afterschool children	11	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
reading lesson for children	8	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
Reading material loan program	9	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Recreational	5	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Reference	11	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
Reference	6	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Reference	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Reference	10	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
Reference and catalog services (for academic research only)	4	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Reference Assistance	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Reference Books	11	Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	NonUser - Children/Young Adult
Reference collection	8	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Reference Desk	8	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Reference Desk	9	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
Reference information	9	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
Reference library	NA	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Reference material	8	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Organizational Users
Reference material-Kirstein	9	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Organizational Users
Reference section	8	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult

Service Knowledge and Ranking Aggregate

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Service Description	Ranking		User Type
Reference service (in-person or call-in)	5	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Reference Services, esp. Humanities and Fine Arts	8	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Reference Services-Boston Region	6	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
reference sources on most topics--fir depth and history	11	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	NonUser - Adult
Reference--general	10	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
reference/research	9	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
Regional network newsletter	10	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Regular books	10		
Requests--waiting list to receive book	10	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
research	5	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
research	8	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
Research	9	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
research books	10	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
research department	7	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Research Library	11	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Research Library Services	8		
research materials	8	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
research...	11	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Researching	NA	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
Reservations	5	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
reserve books	10	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
reserving books	10	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult

Service Knowledge and Ranking Aggregate

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Service Description	Ranking		User Type
Reserving books	7	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Room availability	5	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Organizational Users
Roslindale Branch	5	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Russian and English books	10	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
SAT books	11	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	NonUser - Children/Young Adult
school vacation events	7	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
School visits to grades 1-8 followed by visit to library	7	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
science videos	5	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
SearchBank access	10	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
shelvers	11	Raphael Hernandez School December 11, 1998 11:40 p.m.	NonUser - Children/Young Adult
Social club	11	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
Spanish books	11	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Spanish literacy	3	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
Speakers	7	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Speakers (local authors, historians, etc)	7	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Speakers, films, inc "Never Too Late"	10	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Speakers, films, story hours, exhibits	8	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Special (service) Projects libr.	10	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
Special activities	7	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
Special activities (drawing, acting)	8	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
special adult/children's programs	5	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
Special children's programs	11	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
special collections	8	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
Special performances	7	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
specialized collections, especially business	11	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	NonUser - Adult
staff couldn't be better (Charlestown staff is great)	10	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
statewide library card	10	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
Statistical Sources	4	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
story hour	4	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
Story hour	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
story hour	10	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
story hour	9	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
story hour for elementary level/preschool	6	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
Story Hour?(was available in past)	5	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Story Hours	8	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Organizational Users
story tellers and movies for toddlers	7	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
story time for children	7	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
story time for young children	11	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
storytelling hour	10	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	User - Adult
storytime	3	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
storytime	8	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
storytime	11	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
Studying at the tables using books in the library.	8	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
Summer reading list	10	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
Summer reading program	9	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
tables and chairs	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
take out books	10	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
Taking free ESL class	8	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
taking out books	7	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
Taking out books for reading or references.	10	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Organizational Users
tapes	7	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
Tax assistance	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
tax help	11	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
tax info. Services	6	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Organizational Users
Tax information	11	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
telephone reference	10	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
Telephone reference	9	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
telephone reference	11	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	User - Adult
Telephone Reference	NA	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
telereference	8	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
TERI	8	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
The library is very quiet.	10	Connolly Branch December 11, 1998 2:30	User - Children/Young Adult
The Roslindale Library has a place where you can learn chess.	11	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
theatre and arts archive	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Tour inside BPL	7	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
Tour of library(used in the past-1997) (not ranked)	NA	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
toys	11	Raphael Hernandez School December 11, 1998 11:40 p.m.	NonUser - Children/Young Adult
Trade Journals	4	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Organizational Users
Transferring books (if needed) from one library to another	7	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Tutor Program	11	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
tutoring	5	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
use computers	5	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
use copier	2	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
use copier	5	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
Use copy machine	5	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
use of meeting rooms for public events	7	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
using computer	10	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
Using the Internet	6	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	ESL Adult
Vacation and Saturday activities	7	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
various performances/events in Rabb auditorium	5	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
video library - circulating	3	BPL Central--Assoc.+public Feb 22, 1999 noon	User - Adult
videos	11	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	NonUser - Children/Young Adult
videos	3	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	User - Children/Young Adult
Videos	3	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Videos	8	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users
videos available (not enough current ones)	3	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
Web site	8	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users

Service Knowledge and Ranking Aggregate

NA - I know about the service, but don't use it, 1-not effective at all, 10-very effective 11- No answer given

Service Description	Ranking		User Type
West Roxbury Branch	11	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Workshops	11	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
workshops	10	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Writer's series/workshops	8	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
writers work shop-children	11	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
Writing groups	8	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Organizational Users
Writing workshops at West Roxbury branch	11	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	User - Children/Young Adult
Xerox facilities	9	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
YA collection (needs to be open in the evening)	5	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Organizational Users
Yoga	11	Codman Square December 7, 1998 6 p.m. - 8 p.m.	User - Adult
you can always do things at the library	11	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	User - Adult
Young Adult Services	NA	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Organizational Users

BOSTON PUBLIC LIBRARY

PUBLIC FOCUS GROUPS

WHAT COULD THE BPL DO TO SERVE YOU BETTER?

What could BPL do to serve you better
Aggregate Report

ESL Adult

Collection & Services: Recreational		
	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	More newspapers and magazines in other languages or from other countries--Japan, in particular
	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	Russian books are difficult to use because (they) are not in good order.
	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	Old Russian titles disappeared and were still of interest.
Collections & Services: General		
	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	Too difficult to find foreign language books within a language--(there) must be a better way to organize (them).
	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	Re:CWF conversation groups--Should have same teacher and same group consistently so not always starting over at the beginning. Or have separate groups by level.
	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	Re:ESL--Have conversation groups every week; have TOEFL exam practice books and audio tapes.
Customer Service		
	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	There is too long a wait for materials in Research Library.
Facilities		
	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	There should be a cafeteria.
Other		
	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	suggestion box
	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	Should be opportunity to volunteer at the Library and to find out about volunteer opportunities in the area. (ESL group)
Physical Building		
	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	Doors on stalls in bathroom.
Programs		
	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	Should be special classes about Boston and American history (ESL?)
	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	There should be lectures and discussions on business topics. A lot of advertised "business lectures" are too expensive to go to.
	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	Distribute information about Library programs and services to school(colleges).

What could BPL do to serve you better
Aggregate Report

Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	Wider topics for lectures at the Library, not just authors.
Public Relations	
Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	Send info. To people (mailing lists).
Staff	
Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	Librarians should be able to spend more time with people. Many (librarians) are patient and helpful, but not when there is a line of people.
Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	People on the staff, or volunteers, who speak languages besides English.
Technology	
Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	Order(reserve) books by home computer and pick them up at a specific location.

What could BPL do to serve you better
Aggregate Report

NonUser - Adult

Collection & Services: Informational		
	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	More access to recent material;publicize current material;identify areas that change frequently v. more static areas of collections..
Collections & Services: General		
	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	(Have) more materials and programs around system rather than keeping special collections at Central--break down the barriers.
Customer Service		
	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	Improve customer service.
Public Relations		
	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	Publish how budget is divided--show where funds are spent
	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	Market (BPL) services, especially to adults;also for specific needs, but might use more if better publicized information services;provide statistics; publish little-known facts.
Staff		
	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	Need more staff with specialized knowledge.
Technology		
	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	Better access to collections through Internet--partial access currently for RL;use Internet to enable more sophisticated searches--move beyond subject search;record availibility.
	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	Look at new technologies now available; (look at) relationship of neighborhood branches to main branch and the website--how to promote services provided by branches.

What could BPL do to serve you better
Aggregate Report

NonUser - Children/Young Adult

Collection & Services: Informational	
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	Teachers want books to be used, not just magazines. Newspapers good for current events, not always accurate;TV news not truthful.
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	All the information I need is at school or at home.
Collection & Services: Recreational	
Raphael Hernandez School December 11, 1998 11:40 p.m.	more magazines and books (mysteries)
Collections & Services: General	
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	Books not there when we want them. More copies of popular items.
Customer Service	
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	Have people around to help in different parts of the library.
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	Sometimes book is there, but too long a time in finding it--books misshelved or nobody to assist in finding it.
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	Branches need more hours during week and be open on Sunday.
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	Sometimes people are too busy to help with information.
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	Hard to get (library) card if you don't have I.D.
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	Librry is used for research and for xerox machine. (Card delinquent; material cannot be taken out)
Raphael Hernandez School December 11, 1998 11:40 p.m.	(have a) way to get personal record if you don't have library card with you
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	Use library for homework (card delinquent, therefore cannot take material out)
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	Get rid of old fines. (Issue) new cards because of fines.
Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	Have to wait too long to get help; lack of time to use library; grouchy librarians; get rid of security..
Facilities	
Raphael Hernandez School December 11, 1998 11:40 p.m.	(provide) a room where you can have music while you study (opposite to a quiet room) and not disturb others.
Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	build a restaurant in the library.
Raphael Hernandez School December 11, 1998 11:40 p.m.	have video games, arcade

What could BPL do to serve you better
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	Raphael Hernandez School December 11, 1998 11:40 p.m.	have music in library
	Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	(Would like) snack machines,place to watch videos(stations), place for little kids to play;(facilities) for listening to music while studying or doing homework.
	Raphael Hernandez School December 11, 1998 11:40 p.m.	(provide) a place to eat
Other		
	Raphael Hernandez School December 11, 1998 11:40 p.m.	not pay for overdue books
	Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	Better schools and more computers at home = fewer trips to the library.
Programs		
	Raphael Hernandez School December 11, 1998 11:40 p.m.	more films
	Raphael Hernandez School December 11, 1998 11:40 p.m.	have contests for reading books
Public Relations		
	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	give more information about libraries
	Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	Advertise better. Don't know enough about library.
Staff		
	Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	Need more librarians;younger librarians; male librarians
	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	People say the first thing that comes to mind; don't spend time to be accurate.
Technology		
	Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	Need more computers; more time on the Internet.
	Raphael Hernandez School December 11, 1998 11:40 p.m.	more computers
	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	More internet computers. More than half-hour sign-up.
	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	Internet not always effective. Too slow. Not enough time (allowed) on the internet. (BPL is thirty minutes.)
	Raphael Hernandez School December 11, 1998 11:40 p.m.	more computers

What could BPL do to serve you better
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Organizational Users

Collection & Services: Informational	
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Need more and better information.
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Access to newspapers weak.
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	(Need) information about upcoming legislation.
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	College and career information at Charlestown branch
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Re:Gov.Docs--used to use regularly but now rely on State House and Social Law Library for broader and more timely information.
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Information on HMO's (needed)
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	TASK (study guide) available at branch library.
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Infotrac: good service but hard to use; printers slow.
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	(Organiz.wants to) know strengths and types of various collections at Central and branches and how organizations can have input into purchases.
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Charge fees to be competitive (I.e. for small business); retrieval by courier.
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Need more and better information.
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Provide career info. To students; develop a package/syllabus for adult learners.
Collection & Services: Recreational	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Order children's books on tape
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Order new children's books/more timely (books)
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Need programs/materials in branches relating to seniors and their interests.
Collections & Services: General	
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Expanded resources for branches--hours, staff, books
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Outreach to community groups; neighborhood partnerships
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Main library's collection weak.
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	(Organiz. Wants) information on foreign language collection

What could BPL do to serve you better
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Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Usage tours for particular population groups.
Customer Service	
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Information liaison for businesses.
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Focus on young kids--under 10-- drown them in books.
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Moving away from BPL Central to University libraries, company libraries
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	senior services, eg. housing developments
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Re: events--a central listing of public events in Boston
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Satellite branches (airport, subway)
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Information consultation service one-on-one
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Itinerant librarian go to schools to reach students, teachers, re: research skills.
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Access/orientation to Research Library for high school students
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Listing of BPL services and how to get training/orientation
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	(need a) person to call for organizations only for resource information and guidance
Facilities	
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Expand hours.
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Knowing resources in neighborhood libraries--meeting rooms, exhibit spaces.
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	W/L shops at schools for parents to encourage children's reading.
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	More outdoor space to read outdoors. (branch)
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Lack of handicapped parking.
Other	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	Longer hours--Sunday
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	work to install love of reading
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Help high schools with retrospective conversion.
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	(Have) library serve as purchasing agent for school libraries.
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	There was no written material on Question 5 from this group.

What could BPL do to serve you better
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Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Three participants request report of focus group process.
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	HUD has money for things like flood relief if you can show that it directly affects the public.
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Suggestion that attendees get list of all who participated in their focus group.
Physical Building	
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Spaces for different groups--e.g.child modeled spaces, adolescent styled, parent friendly, environmentally friendly
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	(improve) environmental factors, eg lighting
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Re: Kirstein--Lots of great information but location of building is difficult to find and not as user-friendly as Central.
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Better building design; better children's space
Programs	
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	more YA programs
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	School vacation programs
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Can we get on a mailing list (for performances/events in Rabb Audit.). Would love to come.
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Need more programs in Rabb.
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	(programs with) children's book authors
BPL Central-Educators Group 2 March 4, 1999 4 p.m.	have programs to introduce books
Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Invite (org) groups to programs, giving relevant info.
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Evening programs for children.
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Grant information workshops (on writing); grant collaboration; grants library
Public Relations	
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Better knowledge of BPL collection
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Flyer before you got here explaining what we were doing.
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Movies and public lectures: these are good but might be publicized better.
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Newsletter (Boston Briefly)
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Broader access to Read Boston (just Chap. 1)
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Publication/newsletter to teachers, schools, about services--with phone #'s (perhaps parents, too). Online publication, also.
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Things of interest on other countries.

What could BPL do to serve you better
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	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Publicize Internet availibiblity.
	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Have more promotions giving kids books.
	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Outreach re: resources at Central
	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	What can organizations do for BPL?
	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Would welcome BPL librarians' visits to school.
	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Would like to be on BPL's mailing list.
	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	Publicize room space availibility.
	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	People aware of Central; not aware of Kirstein.
	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	We should ask if people know about BPL website. .
	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	Brochure on hours and services.
Staff		
	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Multi-lingual staff.
	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	bilingual staff and information in telephone reference
	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Liaison staff person(s) for literacy materials.
	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Would welcome librarians' visits to school.
Technology		
	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Readers' advisory online.
	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Online student service for research, guidance
	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Internet: not enough public terminals and no printer access.
	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Hyperlinks---eg to housing information;a homebuyer's center
	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	(patron access to) Galenet via Internet
	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Re:internet access w/hyperlinks--could use more links, particularly for services available to low and moderate income families.
	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	instruction in Infotrac
	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	direct mailing to teachers--distribute information--massed.net
	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	(Organizations need) Internet access for clients.
	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	access to Infotrac at home
	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	instruction in DRA/librarians

What could BPL do to serve you better
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Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Special pathfinders on website
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	On-line catalog: Not very user-friendly, particularly for people who have lower literacy levels or limited computer skills.
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Network BPL, BLC, and other community organizations.
Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	Internet classes nights and weekends.
Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	Space online where kids can recommend and review books.
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	Computers are not user-friendly; they are intimidating and freeze out.
Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	E-mail services
Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	need more computers

What could BPL do to serve you better
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User - Adult

Collection & Services: Informational

New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	information on Boston high schools
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	information for children
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	How to evaluate information on the internet.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Library should (set) standard so people (can) trust the information there.
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	investment information and financial planning
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	information on American culture and on native cultures, especially news and current events in country of origin; information on citizenship, working papers
BPL Central--Assoc.+public Feb 22, 1999 noon	Have tourist information at Central; information on city for travellers.(only one at Common).
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	Computer books are not on shelf.
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	resource information on child care--day care, babysitters
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	information on Boston high schools
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	information on British or American authors read in Russian
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	ESL cassettes and videos
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	enough copies of books, particularly on jobs and schools; and up-to-date books
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	information on salaries; on jobs; on how to get licensed
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	information on or classes in English.
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	Educational software for children.

Collection & Services: Recreational

Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	More contemporary fiction/non-fiction.
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Wider variety of magazine subscriptions in branches.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Expand poetry.
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	information, programs, classes on dance in other countries
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	More early readers for children.
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	What happened to the records and listening booths?
Codman Square December 7, 1998 6 p.m. - 8 p.m.	More unabridged books on tape.

Collections & Services: General

What could BPL do to serve you better
Aggregate Report

Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	Don't give up the card catalog.
BPL Central--Assoc.+public Feb 22, 1999 noon	Better tracking of overdue books; need up-to-date tracking.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Current awareness for new titles by particular authors
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Build up branch collections and computers
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	Sunday openings are very important.
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	Is there a separate catalog of foreign language books?
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Multiple copies of contemporary Black books.
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Speed up process of new books getting on shelf--not just Danielle Steele.
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Increase Black books on all levels-adult, YA, shildren.
Codman Square December 7, 1998 6 p.m. - 8 p.m.	list of the books on order and list of books arrived
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	More books for new adult readers--kits.
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	Two libraries, RL and GL, are very separate.
BPL Central--Assoc.+public Feb 22, 1999 noon	Re: Cirulating library--(need) accurate report of books on shelf. (This is) a problem; needs improvement. Theft/security system. Assure that material is available.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Need more resources for visually impaired.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Library needs to do aggressive outreach to children and non-English.
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	read South American or Spanish language authors
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	individual readers' advisory; age-appropriate lists
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	Expand AV materials for branches.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Close gap of information and literacy.
Customer Service	
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	Non-English services thoughout the system.
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	"Special searches" in the Research Library almost always turn up the book.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Need more weekend hours; expand hours.
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	Open more hours like 11a.m. to 7 p.m. for branches; Sunday hours for branches.

What could BPL do to serve you better
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West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	For online requests and renewals for titles, they would like to be able to pick up the books at a particular branch, as they used to be able to do.
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	More printed information in different languages.
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	Would use RL more in book delivery were quicker.
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Pay attention to patron needs.
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	Is it possible to look at RL catalog in the General Library?
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	More than thirty minutes at the computer.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	More expanded hours.
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	Explain overdue books, due dates, renewing a book (in Chinese)
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	Really new books don't seem to get in the Library very quickly.
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	You see books in the bookstore before they are in the Library.
BPL Central--Assoc.+public Feb 22, 1999 noon	More hours.; Register to vote at library.
Facilities	
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Video and audio viewing rooms.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Better physical facilities
BPL Central--Assoc.+public Feb 22, 1999 noon	More computer terminals for BPL information; information kiosks.
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	AV media studio rooms for viewing videos.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Better display area for new books.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	community gathering place
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	Cannot browse as well in the Library as you can in bookstores.
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Variety of hours for branches--staggered hours.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	coffee shop
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Need better meeting spaces.
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Provide water coolers for the patrons, perhaps an automated cappucino machine, too.
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Open Saturdays in summer.
Other	
BPL Central--Assoc.+public Feb 22, 1999 noon	Have a bookstore(with postcards etc. of BPL); a gift shop, too. Bosotn materials. Contract out?

What could BPL do to serve you better
Aggregate Report

New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	use Library like a town hall; a social center where new residents are welcomed-like Welcome Wagon. Other city services found at old/former "little" city halls available at library
BPL Central--Assoc.+public Feb 22, 1999 noon	More volunteer opportunities; greeters; make library more user-friendly; use retired persons.
BPL Central--Assoc.+public Feb 22, 1999 noon	Outreach to non-library users; help for homeless, transition people.
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	The group would have liked an agenda mailed out before the session on "needs" question. They would like to be asked where do you think BPL is going/should go, specifically.
BPL Central--Assoc.+public Feb 22, 1999 noon	Re: art maintenance; have Curator of Art program.
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Group would like more "wish list" patron focus group sessions;would like BPL to provide other avenues for patron participation so more people could attend.
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	volunteer opportunities at the library
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Library needs to do much more futuristic thinking.
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Find a way to put in suggestions and see results.
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	tutor for daughter
Codman Square December 7, 1998 6 p.m. - 8 p.m.	need a suggestion box.
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	More connection with schools.
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	free dictionaries to be given away
Physical Building	
BPL Central--Assoc.+public Feb 22, 1999 noon	Improve signage. Have map (of layout,, collection locations)--easier to use.
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	More attention to upkeep/maintenance; keep up with building repairs.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Need intensive capital improvement program.
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Better furniture and lighting in the reading areas.
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	Tables in Bates Hall are terrible--tops are scarred.
BPL Central--Assoc.+public Feb 22, 1999 noon	More comfortable, cleaner building; budget for cleaning/maintenance to compete w/bookstores.
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Problems with buildings should be addressed quickly.

What could BPL do to serve you better
Aggregate Report

BPL Central--Assoc.+public Feb 22, 1999 noon	Cleaning services need improvement; monitor areas that need cleaning; monitor areas for safety.
Programs	
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	programs for children at library and at other institutions--drama, music
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	conversation classes (ESL)
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	programs for parents and children to do together, especially middle school and young adult.
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	concurrent programs for parents and children
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	programs for women--especially job training--affordable
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	concerts, lectures
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	afterschool program for children of working parents--2 hours; parent can contact child.
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	ESL classes--intermediate/advanced; also ESL books (grammar, short stories)
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	Would like to see some foreign movies with subtitles.
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	Libraries could sponsor drama groups.
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	cooking--classes at library
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Connolly branch has great science programs.
Codman Square December 7, 1998 6 p.m. - 8 p.m.	lecture series (should be) more eclectic
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	concerts; lectures
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	cooking classes at library
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	After-school and Saturday programs for pre-school kids.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	More educational children's programs--not entertainment
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	More ethnic programs; more diverse adult programming
BPL Central--Assoc.+public Feb 22, 1999 noon	Tours for school children(grade 4+) so they know what's here
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	More programs to bring the community together.
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	Reading programs for school-age users--high school and middle school
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	Programs for children--also for families (held in evenings)
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	Programs for children and families of all ages, all types (of programs), not just dealing with issues centered around problems.

What could BPL do to serve you better
Aggregate Report

BPL Central--Assoc.+public Feb 22, 1999 noon	a serious organized program for Boson Public School children; art and architecture tours and library tours for them.
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	(have) conversation groups for single adults in English--social programs for all ages; support groups
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	Book discussion groups for mothers and daughters--books and makeovers.
Public Relations	
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	wants schedules of hours, addresses of branches, times of story hours for children
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	Concerned about the future of the Library because young people don't use it--the Library needs to attract young people and needs to make itself relevant to their needs.
BPL Central--Assoc.+public Feb 22, 1999 noon	Advertise print dept.; well rec'd; do more--fundraising for print dept.
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	bilingual pamphlets
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	Need more information about using the Library--as basic as where the numbers on the tables in Bates Hall are--Need printed information on frequently asked questions.
BPL Central--Assoc.+public Feb 22, 1999 noon	More (pr) on BPL; a schedule of events.
BPL Central--Assoc.+public Feb 22, 1999 noon	Bookmoviles at malls; information on events and programs
BPL Central--Assoc.+public Feb 22, 1999 noon	(have) electronic bulletin board outside to publicize programs;posters; Johnson Building should have more vibrant advertising.
BPL Central--Assoc.+public Feb 22, 1999 noon	Outreach--people don't know all that is available; friendlier...
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	Information about what you can request through ILL (AV).
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	get more information out about BPL services by sending letters, and through local (and ethnic) churches and newspapers, also TV.
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	More advertising of the services BPL offers, such as frequent sound bites on local cable TV channels and on PBS, and advertising to public interest groups by flyer, etc.
BPL Central--Assoc.+public Feb 22, 1999 noon	Advertise internet resources better; improve BPL homepage.
Staff	

What could BPL do to serve you better
Aggregate Report

Codman Square December 7, 1998 6 p.m. - 8 p.m.	Always have a children's librarian who is interested in children.
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Decrease time from book ordering to receiving.
International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	More liasons in different languages.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Staff at Roslindale is wonderful.
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	Librarians in the General Library are not helpful.
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	multilingual library services--staff that speak other languages
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Staff needs to be diverse in all branches.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Great staff at JP; need more staff at JP
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	Librarians in the Research Library are helpful.
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	More staff and better training for staff to assist patrons using databases
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Overall better training of staff regarding services the BPL offers
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	(have) ESL-trained staff
Technology	
BPL Central--Assoc.+public Feb 22, 1999 noon	E-mail to patron from BPL--(reserves, ILL's)
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Provide more dedicated PC's
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Handouts/informational flyers patrons can take home on how to use the databases. These flyers need to be VERY basic and specific for the new user and non-computer literate.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Better access to Library's local history collections in branches and Copley Square--electronic finding aids.
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	RL books are missing--catalog should show that (true for GL also)
Codman Square December 7, 1998 6 p.m. - 8 p.m.	Better and updated computer system for tracking books.
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	Expand the network (this refers to MBLN)
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Improve PAC software to make it more user-friendly. Want access to fuller bibliographic record on PAC.
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Put better printed instructions/documentation next to the PC's explaining how to use the databases.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	More adult internet instruction.
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	Increased Internet access for public. More terminals for public use.

What could BPL do to serve you better
Aggregate Report

West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Provide access to more databases, such as Readers' Guide Online and WORLDCAT for the patrons.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Library should play a visionary and leadership (role) in future way of dealing with information.
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Offer more frequent classes on the Internet for users at Central and at the branches.
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Put a binder with a printed list of all available databases with their descriptions next to PC's and terminals for patrons to use.
BPL Central--Assoc.+public Feb 22, 1999 noon	ILL--electronic/easier to use / use from home/notification when book at library.
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Computerized catalog--GL--needs to be in Windows or be easier to use.
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	More information on Website about the collections (in-depth information)
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	(need to know)how to use computer (PAC) and internet--have classes, written instruction
Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	Website request for books to be delivered to the branch, not Central
New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	more computers available for learning and research--community computer center. With word processing for homework for adults and children.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Better tools/skills to evaluate electronic information.
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Provide computers that can be used for purposes other than word-processing and Internet,i.e.for testing of CD-ROM sample databases, for access to tutorials for computer programs, as in brief introductory tutorials offered by many software producers.
BPL Central--Assoc.+public Feb 22, 1999 noon	Cable access--more.
Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	Why did BPL leave Minuteman??Can we get back into Minuteman??
West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Provide computers for sample CD-ROM databases,educational games like chess and "Clue", tutorials. Would help teachers and librarians researching software programs.
Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	Descriptive cataloging is not as helpful as it used to be--not enough information is provided.

What could BPL do to serve you better
Aggregate Report

West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	Need easier online subject access on the PACs;one (person) preferred the old Inforonics PAC to the DRA PAC for ease of use.

What could BPL do to serve you better
Aggregate Report

User - Children/Young Adult

Collection & Services: Informational	
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	More variety in reference materials.
Collection & Services: Recreational	
Connolly Branch December 11, 1998 2:30	Modern movies (eg. scary); computer games.
Connolly Branch December 11, 1998 2:30	have current music--tapes, CD's, CDroms you can check out.
Connolly Branch December 11, 1998 2:30	More books by Lois Lowry, John Marsden, A. Applegate; more books on witchcraft(Salem)
South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	More new books about subjects we're interested in
Collections & Services: General	
Faneuil Branch December 3, 1998 2:30 p.m.	Have a separate Young Adult book section.
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Cut back on selling library books; increase the depth of collections.
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Better labelling of collections.
Connolly Branch December 11, 1998 2:30	More books at branch(Connolly)
Customer Service	
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Sell bus passes.
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Better hours.
Faneuil Branch December 3, 1998 2:30 p.m.	(for) corporate members--business to business service
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Need to know more about catalog and filing system.
Faneuil Branch December 3, 1998 2:30 p.m.	(Need) advice on how to manage information, eg. consultation, someone to answer questions.
Faneuil Branch December 3, 1998 2:30 p.m.	a section or place to refer people-a resource person.
Connolly Branch December 11, 1998 2:30	Not require library card to check out books; verbal no. O.K.
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	More librarians to help patrons.
South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	Have a homework helper-a person
Connolly Branch December 11, 1998 2:30	not require library card to use computer
Facilities	
South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	a color copier

What could BPL do to serve you better
Aggregate Report

	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	A section for homework, with copies of textbooks and workbooks that we use for school
	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	Redecorate the Branch for the year 2000
	Connolly Branch December 11, 1998 2:30	a copy machine that works; a color copier, limited free copying; a change machine
	Connolly Branch December 11, 1998 2:30	an eating area; let kids use phone in branch
	Faneuil Branch December 3, 1998 2:30 p.m.	Have a playgound.
	Faneuil Branch December 3, 1998 2:30 p.m.	More areas for young adults to get together(I.e., not just for little kids)
	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Color photocopier.
Other		
	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	a "snack time"
	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Cut down on misshelving.
	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Shelvers need latex gloves.
Physical Building		
	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Shelvers need kick stools.
	Connolly Branch December 11, 1998 2:30	Bigger bathroom and more kept up. (Connolly)
	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Need more signs.
	Connolly Branch December 11, 1998 2:30	Bigger branch with separate rooms. (Connolly)
Programs		
	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Guest speakers for all ages.
	Faneuil Branch December 3, 1998 2:30 p.m.	More time for librarians to read aloud to young adults--appropriate subjects
	Faneuil Branch December 3, 1998 2:30 p.m.	Have educational movies
	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Hold fund-raisers.
	Connolly Branch December 11, 1998 2:30	an everyday homework club.
	Connolly Branch December 11, 1998 2:30	More activities for kids.
	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	Have a group to teach sign language or other languages
Staff		
	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Improve librarians' attitudes.
Technology		
	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Should be way to access catalog from home.

What could BPL do to serve you better
Aggregate Report

West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Need to be able to limit searches on catalog to specific library locations.
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	Need computing resources other than Internet access.
West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	More funding for computers.
South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	Computers we can write our reports on
Faneuil Branch December 3, 1998 2:30 p.m.	Better computer searching--more topics, more specific topics. (This patron was referring to the desirability of natural language searching on the public access catalogs.)
Connolly Branch December 11, 1998 2:30	More computers.
Faneuil Branch December 3, 1998 2:30 p.m.	Community information links.
Faneuil Branch December 3, 1998 2:30 p.m.	Have games on computer--not just a browser, eg. Solitaire, mindsweeper (young adult computer games were given to adults)
South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	More computers

BOSTON PUBLIC LIBRARY

PUBLIC FOCUS GROUPS

APPENDICES

Appendices Contents:

1. Appendix 1 - User Survey Focus Group-Needs
2. Appendix 2 - Services You Know About
3. Appendix 3 - Boston Public Library Planning Questions-Focus Group Mail Questionnaire for Organizations
4. Appendix 4 - Demographic Information on Focus Group Participants

Form C

User Survey Focus Groups-Needs

Focus Group Name: _____ Date: _____ Focus Group # __

Needs (Information)	How Are They Satisfied?	Ranking	What Would Close the Gap?

Needs (Leisure/recreational/cultural)	How Are They Satisfied?	Ranking	What Would Close the Gap?

FORM B

USER SURVEY FOCUS GROUPS

Focus Group Name: _____

Date: _____

Focus Group #: _____

List the library services you know about:	How effective is the Library at delivering these services? (NA- I know about the service but don't use it, 1-not effective at all, 10-very effective)										
1.	NA	1	2	3	4	5	6	7	8	9	10
2.	NA	1	2	3	4	5	6	7	8	9	10
3.	NA	1	2	3	4	5	6	7	8	9	10
4.	NA	1	2	3	4	5	6	7	8	9	10
5.	NA	1	2	3	4	5	6	7	8	9	10
6.	NA	1	2	3	4	5	6	7	8	9	10
7.	NA	1	2	3	4	5	6	7	8	9	10

Boston Public Library Planning Questions-Focus Groups

Please Feel Free to Use Additional Sheets of Paper

1. **Describe your organizational needs for information. How are they currently satisfied? How well are they satisfied, on a scale of 1 to 10, with 1 being "not at all satisfied" to 10 being "completely satisfied.**

Needs (Information)	How Are They Satisfied Currently?	Ranking (1=not satisfied at all to 10=completely satisfied)

2. **What library services to you know about and how well do we deliver those services?**

List the library services you know about:	How effective is the Library at delivering these services? (NA- I know about the service but don't use it, 1-not effective at all, 10-very effective)
1.	NA 1 2 3 4 5 6 7 8 9 10
2.	NA 1 2 3 4 5 6 7 8 9 10
3.	NA 1 2 3 4 5 6 7 8 9 10
4.	NA 1 2 3 4 5 6 7 8 9 10

3. **What could the Boston Public Library do to better meet you needs?**

Please return by March 15, 1999

via fax (267-0364), or by regular mail (Attn: Focus Group, Regional Services Office, Boston Public Library, Copley Square, Boston, MA 02117).

Thank you!

Demographics by Language

BPL Focus Group Attendees

id	FOCUSINFO	Total	No Info Given	Cameroon	Gambia	Bosnian	Chinese	Croatian	Eng	French; Creole	Italian, French	Japanese	Russian	Somali	Spanish	Vietnamese
1	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	14	14													
2	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	7	7													
3	Dudley Square Br December 4, 1998 10:00 a.m. - 12 noon	4	4													
4	Jamaica Plain Br December 4, 1998 2 p.m. - 4 p.m.	9	9													
5	Faneuil Br December 3, 1998 2:30 p.m.	7	7													
6	Connolly Branch December 11, 1998 2:30	8	8													
7	South Boston Br December 8, 1998 3:00 p.m. - 4:30 p.m.	14	14													
8	West Roxbury Br Library December 3, 1998 6 p.m. - 8 p.m.	4	4													
9	Codman Square December 7, 1998 6 p.m. - 8 p.m.	5	5													
10	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	3	3													
11	Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	8	8													
13	Raphael Hernandez School December 11, 1998 11:40 p.m.	26	26													
15	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	12	12													
19	Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	3	2								1					
20	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	11	11													
22	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	11	9						1						1	
23	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	5					1					2	2			
25	Charlestown Br. Feb. 4, 1999 6 p.m. - 8 p.m.	8	8													
26	BPL Central--Assoc.+public Feb 22, 1999 noon	6							6							
27	Jamaica Plain Br Feb. 6, 1999 11 a.m. - 1 p.m.	17	4						12							1
28	International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	29				2	14	2		3			5	1		2
29	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	6							6							
30	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	10		1	1		1		1				2		4	

3/12/99

Appendix 4

Demographics by Race/National Origin

[illegible]	FOCUS GROUP	Total	No Info. Given	Black	Asian	White	Hispanic	Other
1	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	14		3		11		
2	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	7			1	6		
3	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	4		2		2		
4	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	9	4	1	1		3	
5	Faneuil Branch December 3, 1998 2:30 p.m.	7	3	1	2			
6	Connolly Branch December 11, 1998 2:30	8		3		4	1	
7	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	14				14		
8	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	4	3			1		
9	Codman Square December 7, 1998 6 p.m. - 8 p.m.	5		3		2		
10	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	3				3		
11	Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	8		3	1	1	3	
13	Raphael Hernandez School December 11, 1998 11:40 p.m.	26	5	6			15	
15	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	12		10		2		
19	Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	3				3		
20	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	11	2	4	2	3		
22	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	11	4	1		5	1	
23	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	5			3	2		
25	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	8				8		
26	BPL Central--Assoc.+public Feb 22, 1999 noon	6		1		5		
27	Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	17	2		1	14		
28	International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	29		4	16	9		
29	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	6		1		5		
30	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	10		2	1	3	4	

Demographics by Age

Focusid	FOCUSINFO	Total	No Info Given	5-10	11-15	16-20	21-30	31-40	41-50	51-59	61+
1	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	14	1				1	4	2	5	1
2	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	7					3	1	3		
3	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	4							2	1	1
4	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	9	1				1	4	3		
5	Faneuil Branch December 3, 1998 2:30 p.m.	7			7						
6	Connolly Branch December 11, 1998 2:30	8			8						
7	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	14		9	5						
8	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	4					1	1	2		
9	Codman Square December 7, 1998 6 p.m. - 8 p.m.	5						1		2	2
10	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	3						3			
11	Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	8	1			7					
13	Raphael Hernandez School December 11, 1998 11:40 p.m.	26	4		22						
15	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	12	1			11					
19	Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	3							1		2
20	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	11	2		3	6					
22	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	11	4					2	1	4	
23	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	5					3				2
25	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	8	1					4		2	1
26	BPL Central--Assoc.+public Feb 22, 1999 noon	6						3	3		
27	Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	17	5				1	3	3	3	2
28	International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	29					19	6	2	2	
29	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	6					1	1	1	3	
30	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	10					4	4	2		

BPL Focus Group Attendees

Demographics by Sex

Focusid	FOCUSINFO	Total	Female	Male
1	Boston Public Library Central Library December 3, 1998 10:00 a.m. - 12 noon	14	8	6
2	Federal Reserve Bank December 3, 1998 2 p.m. - 4 p.m.	7	5	2
3	Dudley Square Branch December 4, 1998 10:00 a.m. - 12 noon	4	3	1
4	Jamaica Plain Branch December 4, 1998 2 p.m. - 4 p.m.	9	8	1
5	Faneuil Branch December 3, 1998 2:30 p.m.	7		7
6	Connolly Branch December 11, 1998 2:30	8	8	
7	South Boston Branch December 8, 1998 3:00 p.m. - 4:30 p.m.	14	14	
8	West Roxbury Branch Library December 3, 1998 6 p.m. - 8 p.m.	4	4	
9	Codman Square December 7, 1998 6 p.m. - 8 p.m.	5	4	1
10	Hyde Park Branch December 7, 1998 6:00 p.m. - 8:00 p.m.	3	2	1
11	Dorchester High School December 10, 1998 11 a.m. - 1 p.m.	8	4	4
13	Raphael Hernandez School December 11, 1998 11:40 p.m.	26	15	11
15	Community Academy Alternative High School December 7, 1998 8:30 a.m. - 10:30 a.m.	12	6	6
19	Boston Public Library Central Library December 7, 1998 6 p.m. - 8 p.m.	3	1	2
20	West Roxbury Branch December 8, 1998 3:30 p.m. - 5:00 p.m.	11	6	5
22	Boston Public Library Central Library December 8, 1998 4 p.m. - 5:30 p.m.	11	9	2
23	Boston Public Library Central Library December 12, 1998 1:30 p.m. - 3:30 p.m.	5	4	1
25	Charlestown Branch Feb. 4, 1999 6 p.m. - 8 p.m.	8	6	2
26	BPL Central--Assoc.+public Feb 22, 1999 noon	6	4	2
27	Jamaica Plain Branch Feb. 6, 1999 11 a.m. - 1 p.m.	17	10	7
28	International Institute Feb. 23, 1999 9:15 a.m. - 11:15 a.m.	29	21	8
29	BPL Central-Educators Group 2 March 4, 1999 4 p.m.	6	6	
30	New Immigrant Population Feb. 24, 1999 6:30 p.m.- 8:30 p.m.	10	10	